

Occupational Outlook & Training Directory



N O R T H B A Y C O U N T I E S

2000 • 2001

Occupational Outlook & Training Directory

North Bay Counties (Marin, Napa, Solano and Sonoma)

2000-2001

This publication is a product of the California Cooperative Occupational Information System and is sponsored by the North Bay Employment Connection and its consortium partners. The CCOIS program is administered by the State of California Employment Development Department, Labor Market Information Division in cooperation with the California Occupational Information Coordinating Committee [<http://www.soicc.ca.gov/>].

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North Bay Employment Connection (NBEC)

<http://www.northbayemployment.org/>

Donna DeWeerd, Director

Bruce Wilson, Project Manager

NBEC Partners

Marin Employment Connection <http://www.marinemployment.com/>

Solano Employment Connection <http://www.solanoemployment.com/>

Sonoma County Job Link <http://www.socojoblink.org/>

Napa County Job Connection http://www.northbayemployment.org/county_sites/napa.asp

Employment Development Department, Labor Market Information Division

<http://www.calmis.ca.gov/>

Brendan Kelly, CCOIS Program Manager

Fran Styron, Research Manager

Melody Baldwin, Site Analyst

Cathe Rutherford, Area Analyst/Labor Market Consultant

Workforce Information Group

<http://www.work-info.com>

Jim Cassio, Project Director

John Harden, Project Manager

Kari Yamane, Project Manager

Ron Anderson, Database Administrator

Ian Franklin, Project Coordinator/Associate Editor

Joetta McGhee, Administrative/DTP Assistant

Sherlie Magers, Research Associate

Peter Bird, Research Associate

Amber Harden, Research Associate

Melanie Glover, Research Associate

For information regarding the availability of this publication, please contact the NBEC Partner agency in your area, or call the NBEC office at 707-259-8764. For information regarding the content of this publication, contact the Workforce Information Group at 916-853-5015.

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Introduction

Welcome to the 2000-2001 Occupational Outlook and Training Directory for the North Bay Counties (Marin, Napa, Solano, and Sonoma). This annually updated publication is a product of the California Cooperative Occupational Information System (CCOIS), which is administered locally by the North Bay Employment Connection (NBEC).

The CCOIS is a statewide program that produces local labor market information. The local specificity of the information is what makes the CCOIS program both unique and valuable.

At the state level, the program is administered by the California Employment Development Department's Labor Market Information Division (LMID) and is sponsored by the California Occupational Information Coordinating Committee (COICC) and its nine state agency members.

This publication is like two-books-in-one. The first part is a series of 38 occupational profiles and the second part is a comprehensive directory of the region's education and training providers.

Common Questions

How do I get my own copy of this book?

How can we obtain multiple copies?

Please contact the NBEC Partner agency in your area (see the acknowledgements page), or call the NBEC office at 707-259-8764.

Who should I talk to if I have technical questions?

Contact the Workforce Information Group, 916-853-5015.

Is the information in this publication on the Internet?

Yes, see the NBEC website at <http://www.northbayemployment.org/>

See also the Workforce Information Group website at <http://www.work-info.com/>

Where can I find out about this type of publication in other labor market areas?

To find out who produces CCOIS Occupational Outlook publications in any specific California County, contact the EDD Labor Market Information Division at 916-262-2353 or see the CCOIS website at <http://www.calmis.cahwnet.gov/htmlfile/ccois/intro.htm>

Where can I find out about other occupation, training, and career resources?

See the *Guide to Labor Market Information* on the Workforce Information Group website at <http://www.work-info.com/>

Where can I find local demographic or other economic data?

See the EDD Labor Market Information Division website at <http://www.calmis.cahwnet.gov/>

See also *California County Profiles* produced by the California Department of Finance at http://www.dof.ca.gov/html/fs_data/profiles/pf_home.htm

About the Occupational Profiles

The occupational profiles in this resource directory are summaries of descriptive and statistical occupational information primarily based on data collected through confidential surveys with local employers. The four-page occupational profiles are in alphabetical order by occupation title. Each profile follows a consistent format for presenting more than 50 data elements for each occupation, as well as information on additional related occupations. Information for the first two pages include: occupation title and definition; wages and benefits; employer requirements; employment trends; and important knowledge, skills and abilities. The third page includes information on career paths and related occupations. The fourth page includes “career dialogue” –a summary of an interview with an individual who works in the subject career field and enjoys his/her job.

The occupations profiled in this directory were selected for study based on a variety of criteria, including the needs and interests of local career and workforce development professionals. Therefore, these profiles do not constitute a list of “hot jobs” or “demand occupations.” However, this publication can be used to identify occupations that meet certain criteria, including median wages, level of education, outlook for job seekers, number of existing jobs, number of projected new jobs, growth rates, and career path.

Each occupational profile has a date that indicates the year in which the data was collected, the number of employers who participated in the survey, and the number of employees represented by those employers. Typically, about 15-20 surveys are completed per occupation. Nevertheless, as with all survey-based information, users should note that labor market information reflects a “snapshot in time.” As a general rule, we find that the information in an occupational profile is fairly reliable for 3-5 years. However, what may be accurate today may or may not be accurate in four weeks or four years, depending on the unexpected changes and trends affecting the occupation, its workers, and its employing industries. Please read the section, *Using the Occupational Profiles*, which includes a description of CCOIS research methodology, as well as tips on how to use and interpret the occupational information presented in this directory.

About the Regional Training Directory

The purpose of the regional training directory is to provide basic information about education and training providers that have programs designed to prepare persons for entry into one or more specific occupations. This includes certificate and degree programs offered through adult education schools, apprenticeship programs, community colleges, private schools and colleges, regional occupational programs, and public universities.

The training directory is organized by provider name. Included in the profile for each provider is location and contact information, accreditation, information on services provided, a listing of degrees/programs offered, and detailed information on each certificate program offered. Certificate program information includes occupational objective, program cost, program length, and program entry requirements.

There are two primary methods for finding the information you need in the training directory. One is to search by provider name, either by paging through the alpha-organized directory or by using the provider name listing in the Table of Contents. The other method is to search by occupation to see what providers have related programs. This can be done by reviewing the list of providers included in each occupational profile or by using the *Occupation-Training Index* in the back of this publication.

A reasonable attempt is made to completely update the training directory each year due to the constantly changing nature of the education, training, and workforce development community and the programs they offer. However, some education and training providers are not responsive to our requests for updated information, and, sometimes, the information that is provided is not accurate. For these reasons, we urge you to contact the providers directly to verify information before making important career and planning decisions. Also, while the training directory is comprehensive, it is not designed to include information on all sources of training, education, or social services, nor is it intended to replace the catalogs that may be available from the providers themselves.

The following offers a brief description of each of the six major training sectors that, together, provide almost all of the certificate and degree programs designed to prepare a person for entry into a new occupation or career:

Adult Education Schools are public schools for adults that generally offer a variety of basic education classes, literacy programs, continuing education classes, as well as vocational/technical training. Most also offer a General Education Diploma, or GED (the equivalent of a high school diploma) an important credential for job seekers without any postsecondary education or training. Vocational/technical certificate programs are generally very affordable and rarely more than one year in length. The short duration of some vocational training programs, however, sometimes leads to a need for more advanced training offered through a formal apprenticeship, a community college program, or a private vocational school.

Apprenticeships are formal on-the-job training programs typically funded and administered by labor and/or business organizations and are regulated by the Department of Industrial Relations, Division of Apprenticeship Standards. The DAS administers California apprenticeship laws and enforces standards for wages, hours, working conditions, and the specific skills required for state certification as a journey-person in an occupation. Apprentices earn a training wage while learning their trade, generally through a combination of on-the-job training and formal classroom instruction.

Community Colleges are public colleges for adults that generally offer remedial, basic, and advanced college-level courses, continuing education courses, vocational/technical certificate programs, and associate degrees. California has the largest system of community colleges in the world, serving about 1.4 million students. Community colleges offer an important opportunity for students planning to transfer to four-year colleges after they have completed up to two years of community college work towards a bachelor's degree. Approximately 56 percent of community college students are women, and almost 80 percent work and attend classes at the same time. For those who work during the day, community colleges usually offer a broad range of evening classes. Increasingly, community colleges are offering accelerated programs to serve those individuals whose primary interest is to quickly develop or upgrade their job skills. California residents pay \$11 per unit, plus the cost of books and supplies.

Private Schools, Colleges and Universities are education and training providers that come in all shapes and sizes. Some are small, some are large, some are for-profit, and some are non-profit. Some offer advanced degrees – law schools, for example – and some offer short-term certificate training for occupations like janitor, cashier, and child care worker. Some offer continuing education courses, skills upgrade training, and hobby/personal interest classes. Some offer no certificates or degrees at all –e.g., license prep, exam prep, job search prep, or ESL. Private schools included in this directory are those that offer certificate or degree programs that prepare persons for entry into one or more specific occupations. These providers are regulated in California by the Bureau for Private Postsecondary and Vocational Education. BPPVE, however, does not have the resources to verify all the job placement rates sometimes used to market the programs offered by private schools. Since these placement rates are often not reliable – or comparable with those reported by public schools – it is a good idea not to rely too heavily on them in the career planning/decision-making process. Credit or units obtained through a private institution may or may not be transferable to a public college or university. Therefore, if you plan to eventually attend or transfer to a public college or university, you should consult a college or university counselor to discuss your plan and the issue of transferability. The cost of attending a private school program is almost always higher than a comparable program through a public school. However, private schools compete by offering programs that are in demand, or that can be completed in a shorter period of time.

Regional Occupational Programs are vocational and technical training programs offered by public schools to high school students (16 or older) and adults. High school students are usually given the first opportunity for enrollment. However, if openings exist, adults may enroll on a first-come, first-served basis. Certificate programs offered through ROP are generally very affordable and rarely more than one year in length. The short duration of some vocational training programs, however, sometimes leads to a need for more advanced training offered through a formal apprenticeship, a community college program, or a private vocational school.

Universities are public educational institutions, including those of the California State University and University of California systems. Both types of institutions offer a variety of undergraduate and/or graduate degrees, and certificate programs that are usually offered through their extended/continuing education programs. Graduate degrees at UC institutions include a variety of doctoral degrees, including law and medical schools. The cost of attending varies depending on the college or university attended. A full-time undergraduate student attending a CSU campus can expect to pay about \$2,000 in basic tuition for a typical nine-month academic year. The cost of attending a UC campus is generally about twice the cost of attending a CSU campus. Additional fees, books, and supplies for a CSU campus or a UC campus average about \$1,000/year.

Please note that the organizations responsible for the production of this directory do not necessarily endorse or recommend any particular training providers or programs.

Using the Occupational Profiles

The information in an occupational profile is based largely on a summary of survey data collected from local employers through the California Cooperative Occupational Information System (CCOIS). The data is summarized for three reasons: one, to make the information as easy to use as possible; two, to make the information more reliable (than anecdotal information); and three, to protect the confidentiality of the information provided by employers. The summarized survey information is typically listed in descending order of importance or frequency, using key terms. For example, if survey data indicates that 75 percent of employers provide medical insurance, and 60 percent provide a paid vacation, the information would be presented as: *Most employers provide medical insurance and a paid vacation.* However, if only 50 percent provide a paid vacation, the information would be presented as: *Most employers provide medical insurance. Many provide a paid vacation.*

- **Familiarize yourself with the “key terms” listed below. These terms are used throughout the occupational profiles to describe the summarized survey information (e.g. Most employers this... many employers that... some...).**
Key Terms: All (100%) Almost All (80-99%) Most (60-79%) Many (40-59%) Some (20-39%) Few (<20%)

Occupation Titles and Definitions

Unless otherwise noted, occupation titles and definitions at the top of each profile are based on a CCOIS version of the Occupational Employment Statistics (OES) classification system developed originally by the U.S. Department of Labor. This classification system groups all jobs in the labor market into approximately 700 occupations and is closely matched to other sources of occupational data at the state and national levels. However, like any occupational classification system, some occupation titles and definitions are out-of-date, archaic, or, at the very least, confusing. For example, a profile of forklift operators (a common job title) would be titled Industrial Truck and Tractor Operators according to the OES classification system. And a profile of computer service technicians (a common job title) would be titled Data Processing Equipment Repairers. Part of the challenge in using occupational information is being able to find the **occupation title** when one is thinking in terms of a **job title**.

While the use of a standardized classification system has its limitations, it also provides some significant advantages over using Ad-Hoc occupational definitions that may appear to be more cutting-edge. For one, the data is more comparable from region to region and from occupation to occupation. Another advantage is that the data can be aggregated (or disaggregated) and data from other standardized sources can be used to supplement or validate the local survey data.

Occupational definitions not identified with a 6-digit OES code usually reflect an attempt to survey an occupation that the OES classification system either does not identify or does not define adequately. Because of the lack of directly comparable data from other sources (such as employment projections), these “Non-OES” occupational surveys sometimes lack the reliability and/or the comprehensive quality of a standard OES occupational survey.

Wages and Fringe Benefits

Wages included in this report are those paid by the local employers participating in the survey for employees at three levels of experience. The report does not include extreme wages. Although wages are shown to the nearest cent for ease of comparison, the reader should not interpret this as an indication of precision. The wage information is presented as a tool for evaluating and comparing the potential earnings of one occupation with another, and are not intended to represent official prevailing wages.

Benefit information indicates the extent to which surveyed employers make available medical insurance and other benefits to full-time employees. A statement pertaining to benefits for part-time employees is included if part-time employment is significant.

A summary of the weekly hours worked by most employees in the occupation is included based on the local employers surveyed.

- **Wage data collected in 1997 reflects wages paid prior to the September 1, 1997 increase in the minimum wage to \$5.15 per hour. Data collected in 1998 reflects the March 1, 1998 increase in the minimum wage to \$5.75 per hour.**
- **Benefits are often not available to part-time or temporary employees.**
- **Employers often have waiting or probationary periods before medical insurance goes into effect.**
- **An employee's cost and coverage of medical insurance and other benefits may vary considerably from one employer to the next.**

Training, Experience, and Other Requirements

The information in this section of the profile includes: license or certification requirements (if any); formal education levels required by employers; prior experience requirements; training requirements or preferences; and other important skills, if any, reported by the surveyed employers. Also included, if applicable, is a list of education and training providers who offer related training programs.

- **Employer educational requirements are shown as the employers have reported them. These educational levels are not always essential for the performance of job duties.**
- **Employer experience requirements are often flexible, with many employers willing to substitute training for experience. Small employers, in particular, are often willing to waive requirements if they believe they have the "right" applicant.**

Supply/Demand Assessment

Indicates the degree of difficulty employers have in finding applicants who meet their qualifications and, in turn, the employment outlook for job seekers. Employer responses to the supply-demand question are weighted by the number of employees in the occupation for each employer. Note that the supply-demand assessment does not take into account other employment opportunity indicators, such as potential wages or occupational size, growth, and separations. Also included in the supply and demand statement is an estimate of the annual turnover due to worker replacement needs and promotions.

- A “Competitive Outlook” for job seekers is not necessarily a bad thing, especially if the applicant possesses the desired skills and is well prepared for the job search process. However, a “Very Competitive Outlook” may indicate a significant oversupply of qualified job seekers and, therefore, limited employment opportunities.
- Although high turnover does not necessarily indicate a good outlook for job seekers, it does suggest a greater degree of hiring activity. Occupations with high turnover, however, are often those that do not provide long-term or satisfying employment.

Size of Occupation

Four terms (small, medium, large, and very large) are used to describe the relative size of each occupation within the local survey area. The sizes that these terms represent vary from area to area and from year to year as the size of the overall labor force changes. A numeric range is also provided to give a more specific estimate of the employment in the occupation. Also included is the approximate percentage of female employment in the occupation based on surveys with local employers, in addition to the approximate percentage of union jobs (if applicable.)

Employment Trends

Projections - Local: Includes a statement that indicates the estimated growth rate for each occupation relative to the annual average rate of growth for all occupations (based on the most recent employment projections available at the time of the survey). Also included is the projected number of annual job openings due to a net increase in occupation size and due to labor force separations (workers retiring or leaving the occupation). The growth rate terms are defined as:

- Much Faster than Average = 1.5 times the average or more
- Faster than Average = 1.10 to 1.49 times the average
- Average = .90 to 1.09 times the average
- Slower than Average = .01 to .89 times the average

• Projections of Size, Growth and Separations are statistical “estimates” prepared by the Employment Development Department’s Labor Market Information Division using occupational staffing and industry forecast data. Over the years, we have found that most occupational employment projections are reasonably accurate. However, they can also be far from accurate on occasion. We welcome input from informed users regarding industry information and trends that may lead to the development of more reliable projections in the future.

Projections - Nationwide: Includes an analysis of key employment indicators plus current and projected trends that affect the job outlook from a nationwide perspective. This material is based on an analysis by the U.S. Department of Labor.

Other Information

Where the Jobs Are: Describes the major employing industries for the occupation. Also included is an estimate of self-employment in the occupation.

Methods Used to Fill Job Openings: Indicates the most successful recruitment or hiring methods, based on surveys with local employers.

Important Knowledge, Skills, and Abilities: Indicates the skills and other qualifications that are important to perform the duties for a given occupation. Unless otherwise noted, the source of this information is the O*NET Database, version 3.0. O*NET (the Occupational information Network) is an occupational classification system and database developed by the U.S. Department of Labor as a replacement for the Dictionary of Occupational Titles (DOT). The importance level ratings for these occupational qualifications are based on O*NET's 1-5 sliding scale that reflects a survey response range of "Not Important" to "Extremely Important" -as rated by incumbent workers. Users of O*NET OnLine (<http://online.onetcenter.org/>) may notice that the O*NET website application converts the 1-5 rating scale for *importance* and the 1-7 rating scale for *level* to a 1-100 range for consistent presentation purposes. Please contact the Workforce Information Group at 916-853-5015 with any questions regarding the O*NET Database.

Career Path and Related Occupations

Describes the possible career path for workers in the occupation who acquire the necessary skills and education to be promoted to higher-level occupations, or to positions of greater responsibility. Sources for the career path information include local CCOIS surveys and various sources from the U.S. Department of Labor, including the Occupational Outlook Handbook. A summary of the skills that employers say are most important for career advancement is also included. The Related Occupations section includes a listing of the occupations that most closely match the skill requirements and work characteristics of the subject occupation. The "most closely related occupations" is a feature of the O*NET Database which measures over 400 knowledge, skills, abilities, and other factors across 900 occupations for comparison purposes. Various sources from the U.S. Department of Labor, Bureau of Labor Statistics are used to provide the supplementary wage and education level information. One often-used acronym is "OJT," which stands for "on-the-job training." OJT is typically hands-on training that occurs at the worksite and is provided by the employer as part of "learning the job." For more detailed descriptions of the education level categories, please see <http://stats.bls.gov/asp/oep/noeted/empnumb.asp>

Career Dialogue

Includes a summary of an interview with an individual who works in the subject career field and enjoys his/her job. Career dialogue material is provided as "interesting" supplemental information only, and is not intended to be representative or statistically valid.

CCOIS Program Description/Methodology

The California Cooperative Occupational Information System (CCOIS) is a statewide program with 35 local projects to conduct local occupational research and to publish annual Occupational Outlook publications. EDD's Labor Market Information Division administers the program at the state level. LMID then contracts with "Local Partners" to operate the individual projects. Local Partners are typically local workforce investment boards.

LMID determines the research methods and standards, provides technical support, allocates a majority of the funding required to operate the programs, and monitors the work performed by the Local Partners. The LPs select the occupations to be studied, conduct the research, process and analyze the data, and produce and distribute the annual publication.

The following is an outline of the CCOIS occupational survey process. For more specific information on survey methodology, call the Workforce Information Group at 916-853-5015.

CCOIS Program Cycle

- LMID develops occupational employment projections
- Occupations are proposed and selected for study
- Survey samples are developed and refined (samples are stratified by industry and employer size)
- Survey questionnaires are prepared for each occupation
- Confidential surveys are conducted with local employers
- Survey data is reviewed, clarified (when necessary), and entered into a secure computer database
- Data is tabulated, analyzed, summarized, and reviewed
- Annual *Occupational Outlook* publications are produced and distributed

Occupation Selection and Definition

There are a variety of criteria used to help select the occupations to be surveyed each year. However, the primary objective is to survey occupations that are of most interest to the users in the local community within the limitations of a standardized research program. As a result, CCOIS occupational studies tend to focus on larger or commonly known occupations, rather than on smaller or highly specialized occupations. The following criteria is used by the LPs to help prioritize possible survey occupations:

- The occupation should be adequately defined by the OES classification system used in the CCOIS program
- The occupation should have a substantial employment base
- There should be a substantial number of projected job openings
- The potential salary level should be adequate so as to avoid the need for public assistance
- The occupation should be of interest to local program planners or training providers
- The occupations should vary enough so that certain employers won't be overburdened with survey requests

Survey Sample Design

After the occupations are selected for study, a survey sample of local employers is developed for each occupation. Since LPs don't usually survey all possible employers in the local "universe," a considerable amount of time is invested to ensure that the survey samples are representative of the overall employment for the occupation. For each occupation studied, a sample of 30-40 employers is designed to include all major employing industries for each survey occupation. In addition, the number of employees for each employer is considered to ensure that the sample represents the employers most likely to provide future employment. For most occupations, the largest employers will be surveyed more often than the smaller employers. However, for some occupations, smaller employers may be more appropriate. Initially, the samples are developed by LMID staff using detailed databases on employers and information on occupational employment within industries.

The draft sample of employers for each of the survey occupations is then carefully reviewed and edited by the LP. Employers are added and deleted, as appropriate, to maintain the sample size of 30-40 employers per occupation. For those occupations with less than 30 local employers, the LP will survey the universe (all possible survey participants).

Questionnaire Development

A three-page employer survey questionnaire with a list of standardized questions is prepared for each survey occupation.

Employer Survey Procedures

Employer representatives are identified and contacted by the LP by telephone and are asked to participate in the survey, either by phone, fax, or mail. To encourage participation from the highest possible percentage of employers, they are assured that any information they provide will be kept strictly confidential and that any information published will be prepared in summary form and will not identify any specific employers who participate in the survey. The appropriate survey respondent is generally a person responsible for the hiring of personnel in the survey occupation. Completed and/or returned questionnaires are reviewed and checked for consistency and completeness. Unclear or inconsistent responses are clarified through follow-up phone calls to the survey respondents. In a standard employer sample of 30-40 potential respondents, the LP's response goal is to collect at least 15 fully completed questionnaires. The smaller the sample size, the greater the response rate required. The LP must also meet or exceed industry representation goals to ensure that the summarized data will represent all major employing industries.

Data Entry, Tabulation, and Summary

Reviewed and clarified survey responses are entered into the secure CCOIS computer database and survey response tabulations are prepared to be used in the data analysis process. From those tabulations, the data is analyzed by the LPs and draft occupational profiles are prepared. The draft profiles and other report materials are then reviewed by LMID analysts. Following the review and editing process, an Occupational Outlook publication is produced and distributed to key organizations in the local area -e.g. schools, career centers, libraries, employment and training agencies, participating employers, training providers, etc.

Occupational Profiles

Accountants and Auditors

Includes certified public accountants (CPAs).

Accountants and auditors examine, analyze, and interpret accounting records for the purpose of giving advice or preparing statements and installing or advising on systems of recording costs or other financial and budgetary data (OES 211140).

Wages and Fringe Benefits

New Hires/Inexp'd:	\$11.51 to \$16.78/hr	Median: \$14.50/hr
New Hires/Exp'd:	\$10.50 to \$25.23/hr	Median: \$15.34/hr
Exp'd/After 3 Years:	\$12.00 to \$33.84/hr	Median: \$18.22/hr

Benefits: EMPLOYER PAID: Most employers provide medical insurance. Almost all provide a vacation and sick leave. Some also provide vision insurance, dental insurance, a retirement plan, life insurance, and child care benefits. SHARED COST: Some employers provide medical insurance. Many provide a retirement plan. Some also provide dental insurance. For part-time employees: Some employers provide medical insurance. Many provide a vacation. Some also provide sick leave, dental insurance, vision insurance, and a retirement plan.

Hours: Most jobs are 38-60 hours per week. Some jobs are 6-34 hours per week.

Training, Experience, and Other Requirements

License: Not required, except for individuals who want to be licensed as certified public accountants (CPAs); contact the State Board of Accountancy at 916-263-3680 for licensing information.

Education: Many employers require a bachelor degree for job entry. Some are willing to accept an associate degree.

Experience: Most employers require 6-60 months of prior experience. Some employers are willing to accept training as a substitute for experience.

Training: Almost all employers report that spreadsheet skills are important. Most also report that word processing skills are important. Some report that database skills are important. Refer to the training directory for information on related programs offered by:

Dominican University of California; Pacific Union College

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find inexperienced but qualified applicants, and very difficult to find qualified applicants with prior experience. This indicates a good outlook for job seekers without prior experience, and a very good outlook for those who are fully experienced. Annual turnover is estimated to be low (10-19%).

Size of Occupation

Very large. There are approximately 2,810-3,430 accountants and auditors currently employed in the North Bay Counties. Local surveys indicate about 55% are female.

Employment Trends

Local: The growth rate is projected to be slower than the average for all occupations through the year 2004. About 55-65 job openings are projected per year due to a net increase in occupation size. About 50-60 job openings are projected per year due to separations (workers retiring or leaving the occupation).

Nationwide: Employment of accountants and auditors is expected to grow about as fast as the average for all occupations through the year 2008. In addition to openings resulting from growth, the need to replace accountants and auditors who retire or transfer to other occupations will produce thousands of job openings annually in this large occupation.

Other Information

Where the Jobs Are: In a wide variety of industries, with about 1 in 4 employed by accounting, auditing and bookkeeping firms, and government agencies. Nationally, about 10% are self-employed.

Methods Used to Fill Job Openings: Most employers recruit applicants through newspaper advertisements and/or fill openings by hiring referrals from employees. Many also recruit applicants through internet job listings. Some fill openings by hiring referrals from employment agencies and/or colleges and universities.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of numbers, their operations, and interrelationships including arithmetic, algebra, geometry, calculus, statistics, and their applications (5.00)
- Knowledge of economic and accounting principles and practices, the financial markets, banking, and the analysis and reporting of financial data (5.00)
- Knowledge of principles and processes involved in business and organizational planning, coordination, and execution. This includes strategic planning, resource allocation, manpower modeling, leadership techniques, and production methods (3.83)

Skills:

- Using mathematics to solve problems (5.00)
- Understanding written sentences and paragraphs in work related documents (4.83)
- Determining how money will be spent to get the work done, and accounting for these expenditures (4.83)
- Finding ways to structure or classify multiple pieces of information (4.83)
- Knowing how to find information and identifying essential information (4.83)
- Weighing the relative costs and benefits of a potential action (4.83)
- Identifying the nature of problems (4.83)
- Determining the long-term outcomes of a change in operations (4.83)
- Using logic and analysis to identify the strengths and weaknesses of different approaches (4.66)

Abilities:

- The ability to add, subtract, multiply, or divide quickly and correctly (4.00)
- The ability to understand and organize a problem and then to select a mathematical method or formula to solve the problem (3.80)
- The ability to see details of objects at a close range (within a few feet of the observer) (3.80)

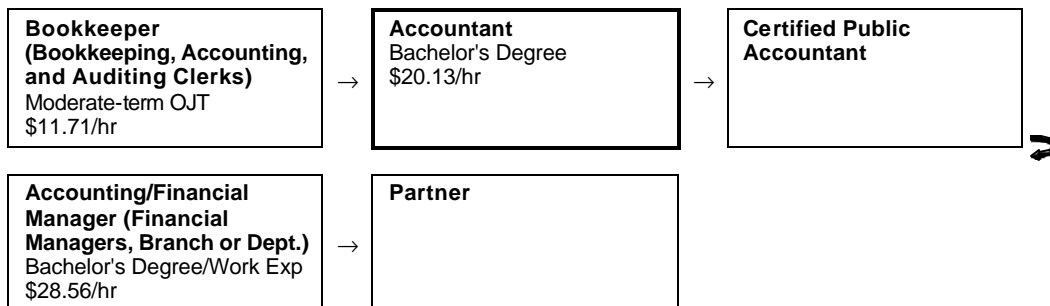
Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 2000: 15 employers surveyed representing 80 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Career Path: Accountants and Auditors



Note: Communication, critical thinking, and leadership skills may be important for career advancement.

Related Occupations Comparison

(Includes Standard Occupational Classification/O*NET codes)

	Education	Wage
Actuaries (15-2011.00)	Bachelor's Degree	\$31.86/hr
Treasurers, Controllers, and Chief Financial Officers (11-3031.01)	Bachelor's Degree/Work Experience	\$28.56/hr
Economists (19-3011.00)	Bachelor's Degree	\$25.58/hr
Budget Analysts (13-2031.00)	Bachelor's Degree	\$22.94/hr
Cost Estimators (13-1051.00)	Bachelor's Degree	\$21.11/hr
Accountants (13-2011.01)	Bachelor's Degree	\$20.13/hr
Auditors (13-2011.02)	Bachelor's Degree	\$20.13/hr
Tax Examiners, Collectors, and Revenue Agents (13-2081.00)	Bachelor's Degree	\$19.92/hr
Credit Analysts (13-2041.00)	Bachelor's Degree	\$19.19/hr

U.S. Department of Labor Sources:

O*NET Database, version 3.0 (most closely related occupations)

Bureau of Labor Statistics' Projections of Employment

Bureau of Labor Statistics' Occupational Employment Statistics Programs (1998 National Wages)

INTRODUCING: Manny Carbahal

What is your job title?

I'm a Certified Public Accountant

What kind of work do you do?

I am in charge of managing the firm and I also deal with tax issues for clients.

What are the things that attracted you to this type of work?

I was going to college when we were in the middle of a recession. Originally, I went to school to become an engineer. I was talking to a few friends in the engineering field but they were saying that it was kind of soft. Other people were saying "Well, you know, accountants always have a job!" So to be honest, I took an accounting course, did very well, and decided to pursue that as a profession.

What kind of things do you do at work (skills)?

I do a lot of different things. I'm a partner with the firm, so I have to have strong interpersonal skills to work with employees as well as when I deal with clients. I'm pretty much a number cruncher and a tax expert. I consult with clients on tax compliance issues as well as tax planning to try to minimize the tax impact of the business and personal decisions that clients make.

If you were starting over to be an Accountant, knowing what you know now, how would you better prepare yourself?

I think that if I were starting off in the profession now, I would maybe split my emphasis between financial planning, income tax, and state tax. Those are probably the three areas that would have the most growth potential and are also areas where you can really help people.

What keeps you wanting to do this type of work?

I like my clients, so I truly enjoy working with them. The financial rewards are good, too. I can't think of anything else I'd rather do.

What qualities make an exceptional Accountant?

Believe it or not, a dynamic personality actually helps because the stereotypical accountant is basically a nerd. I think it really helps being able to work and communicate with people as well as having an in-depth knowledge of your subject area as well. Personality helps in this profession. It separates you from the "bean counters".

career diary

Automotive Mechanics

Also known as technicians. Includes smog technicians.

Automotive mechanics adjust, repair, and overhaul automotive vehicles. They may be designated according to specialties, such as brake repairers, transmission mechanics, or front-end mechanics. Does not include auto body repairers, bus and truck mechanics, diesel engine specialists, and electrical systems specialists (OES 853020).

Wages and Fringe Benefits

New Hires/Inexp'd:	\$7.00 to \$12.50/hr	Median: \$10.00/hr
New Hires/Exp'd:	\$10.00 to \$22.00/hr	Median: \$15.00/hr
Exp'd/After 3 Years:	\$15.00 to \$31.16/hr	Median: \$25.00/hr

Benefits: EMPLOYER PAID: Almost all employers provide medical insurance. Of the employers surveyed, all report that they provide vacation and dental insurance. Almost all provide sick leave. Many also provide vision insurance. Some provide life insurance and a retirement plan. **SHARED COST:** Some employers provide a retirement plan.

Hours: Almost all jobs are 40 hours per week.

Training, Experience, and Other Requirements

License: Not required, except for individuals who want to be licensed as smog check technicians or brake/lamp adjusters; contact the Bureau of Automotive Repair at 800-952-5210 for licensing information.

Education: Most employers require a high school diploma or equivalent for job entry. Some are willing to accept less than a high school level education. A few require an associate degree.

Experience: Many employers do not require prior experience. Many others require 6-48 months of prior experience. Some employers are willing to accept training as a substitute for experience.

Training: Apprenticeship training takes about 4 years to complete and to achieve journey-level status. Technicians may develop specialties such as smog, electronics, computer diagnostics, transmissions, or brakes. Employers often require various certifications such as ASE or smog specialist. Most employers report that basic computer skills are important. Refer to the training directory for information on related programs offered by:

Automotive Technology Center; College of Marin; Marin County Regional Occupational Program; Napa County Regional Occupational Program; Santa Rosa Junior College; Solano Community College; Solano County Regional Occupational Program; Sonoma County Regional Occupational Program

Supply/Demand Assessment

Employers generally report that it is very difficult to find applicants who meet their hiring standards. This indicates a very good outlook for qualified job seekers. Annual turnover is estimated to be very low (less than 10%).

Size of Occupation

Large. There are approximately 2,580-3,155 automotive technicians currently employed in the North Bay Counties. Local surveys indicate less than 5% are female. Few jobs are union.

Employment Trends

Local: The growth rate is projected to be slower than the average for all occupations through the year 2004. About 75-90 job openings are projected per year due to a net increase in occupation size. About 70-85 job openings are projected per year due to separations (workers retiring or leaving the occupation).

Nationwide: Employment opportunities for automotive mechanics and service technicians are expected to increase about as fast as the average for all occupations through the year 2008. Employment growth will continue to be concentrated in automobile dealerships, independent automotive repair shops, and specialty car care chains.

Other Information

Where the Jobs Are: Automobile dealers and automotive repair shops. Nationally, about 20% are self-employed.

Methods Used to Fill Job Openings: Many employers recruit applicants through newspaper advertisements. Some fill job openings through word of mouth, by hiring unsolicited applicants, and/or by hiring referrals from employees.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of machines and tools, including their designs, uses, benefits, repair, and maintenance (5.00)
- Knowledge of electric circuit boards, processors, chips, and computer hardware and software, including applications and programming (3.16)
- Knowledge of equipment, tools, mechanical devices, and their uses to produce motion, light, power, technology, and other applications (3.00)

Skills:

- Repairing machines or systems using the needed tools (4.66)
- Determining what is causing an operating error and deciding what to do about it (4.50)
- Performing routine maintenance and determining when and what kind of maintenance is needed (4.16)
- Identifying the nature of problems (4.16)
- Installing equipment, machines, wiring, or programs to meet specifications (4.00)
- Determining the kind of tools and equipment needed to do a job (3.50)
- Watching gauges, dials, or other indicators to make sure a machine is working properly (3.33)

Abilities:

- The ability to correctly follow a given rule or set of rules in order to arrange things or actions in a certain order. The things or actions can include numbers, letters, words, pictures, procedures, sentences, and mathematical or logical operations. (4.32)
- The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem. (4.16)
- The ability to bend, stretch, twist, or reach out with the body, arms, and/or legs (4.00)

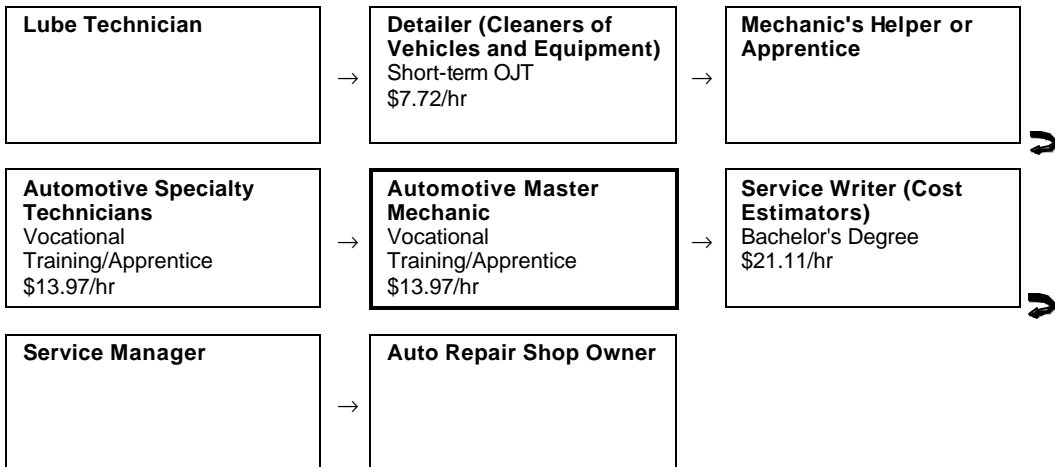
Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 2000: 16 employers surveyed representing 185 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Career Path: Automotive Mechanics



Note: Attention to detail skills may be important for career advancement.

Related Occupations Comparison

(Includes Standard Occupational Classification/O*NET codes)

	Education	Wage
Airframe-and-Power-Plant Mechanics (49-3011.01)	Vocational Training/Apprentice	\$19.22/hr
Aircraft Engine Specialists (49-3011.02)	Vocational Training/Apprentice	\$19.22/hr
Industrial Machinery Mechanics (49-9041.00)	Long-term OJT/Apprentice	\$18.11/hr
Automotive Master Mechanics (49-3023.01)	Vocational Training/Apprentice	\$13.97/hr
Automotive Specialty Technicians (49-3023.02)	Vocational Training/Apprentice	\$13.97/hr
Mechanical Inspectors (51-9061.02)	Work Experience/Apprentice	\$12.52/hr
Farm Equipment Mechanics (49-3041.00)	Long-term OJT/Apprentice	\$11.31/hr
Engine and Other Machine Assemblers (51-2031.00)	Work Experience/Apprentice	\$9.55/hr

U.S. Department of Labor Sources:

O*NET Database, version 3.0 (most closely related occupations)

Bureau of Labor Statistics' Projections of Employment

Bureau of Labor Statistics' Occupational Employment Statistics Programs (1998 National Wages)

INTRODUCING: Dave Wolfe

What is your job title?

I'm a Master Mechanic.

What kind of work do you do?

I do collision repair.

What are the things that attracted you to this type of work?

I like cars. I always liked figuring out how things worked. It intrigued me to take stuff apart, look at it and then put it back together so I didn't get caught taking it apart. As far as I remember, I've always been like that. When I started getting stuff of my own, bicycles and that sort of thing, it was like I was free to take them apart and put them together because they were mine. Must be part of my nature; I liked to mow the lawn because it had a motor on it.

What kind of things do you do at work (skills)?

I take broken things apart, put them back together, and fix them. As I'm putting them together, I diagnose and analyze why things are broken.

If you were starting over to be an auto mechanic, knowing what you know now, how would you better prepare yourself?

Go to school...automotive things, machine shops, welding, electronics; a trade school that's specific to the trade. And I'd recommend learning something about economics so you'll know what's worth repairing and what's not.

What keeps you wanting to do this type of work?

All my years of experience, I have the tools and the skills, and I still like doing it. This job lets you feel the rewards of your accomplishments and you're actually a part of the end product. Not to mention I don't ever have to pay a mechanic to fix my car.

What qualities make an exceptional Auto mechanic?

Creativity. You must be able to visualize the end product and how you're going to get to that point. You have to be organized, patient, and you have to like to be outdoors without many creature comforts.

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Bill and Account Collectors

Bill and account collectors locate and notify customers of delinquent accounts by mail, telephone, or personal visit to solicit payment. Their duties include receiving payment and posting amounts to customer's account; sending statements to the credit department if the customer fails to respond, initiating repossession proceedings or service disconnection, and keeping records of collection and status of accounts. Does not include collectors of money from coin boxes (OES 535080).

Wages and Fringe Benefits

New Hires/Inexp'd:	\$7.36 to \$19.18/hr	Median: \$10.00/hr
New Hires/Exp'd:	\$8.00 to \$19.18/hr	Median: \$12.00/hr
Exp'd/After 3 Years:	\$10.00 to \$23.97/hr	Median: \$16.00/hr

Benefits: EMPLOYER PAID: Many employers provide medical insurance. Almost all provide a vacation. Most provide sick leave. Some also provide dental insurance, a retirement plan, vision insurance, and life insurance. SHARED COST: Many employers provide medical insurance and dental insurance. Some also provide life insurance, vision insurance, and a retirement plan.

Hours: Almost all jobs are 38-40 hours per week.

Training, Experience, and Other Requirements

License: None

Education: Almost all employers require a high school diploma or equivalent for job entry.

Experience: Many employers do not require prior experience. Many others require 6-36 months of prior experience. Many employers are willing to accept training as a substitute for experience.

Training: Many employers report that word processing and spreadsheet skills are important. Employers generally provide on the job training for this occupation.

Supply/Demand Assessment

Employers generally report that it is very difficult to find inexperienced but qualified applicants, and moderately difficult to find qualified applicants with prior experience. This indicates a very good outlook for job seekers without prior experience, and a good outlook for those who are fully experienced. Annual turnover is estimated to be high (30-39%).

Size of Occupation

Medium. There are approximately 905-1,105 bill and account collectors currently employed in the North Bay Counties. Local surveys indicate about 65% are female.

Employment Trends

Local: The growth rate is projected to be much faster than the average for all occupations through the year 2004. About 50-60 job openings are projected per year due to a net increase in occupation size. About 20-25 job openings are projected per year due to separations (workers retiring or leaving the occupation).

Nationwide: Bill and account collector jobs also are expected to grow much faster than average as the level of consumer debt rises and as more companies seek to improve their debt collection by contracting with third party collection agencies.

Other Information

Where the Jobs Are: In a variety of industries, with about 1 in 3 employed by collections services firms. Nationwide, less than 1% are self-employed.

Methods Used to Fill Job Openings: Most employers recruit applicants through newspaper advertisements. Many also fill openings by hiring referrals from employees and/or unsolicited applicants. Some recruit applicants through internet job listings and/or fill openings through in-house promotion or transfer.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of administrative and clerical procedures and systems such as word processing systems, filing and records management systems, stenography and transcription, forms design principles, and other office procedures and terminology (3.60)
- Knowledge of numbers, their operations, and interrelationships including arithmetic, algebra, geometry, calculus, statistics, and their applications (3.60)
- Knowledge of economic and accounting principles and practices, the financial markets, banking, and the analysis and reporting of financial data (3.40)

Skills:

- Talking to others to effectively convey information (4.00)
- Listening to what other people are saying and asking questions as appropriate (3.60)
- Being aware of others' reactions and understanding why they react the way they do (3.60)
- Knowing how to find information and identifying essential information (3.60)
- Identifying the nature of problems (3.40)
- Communicating effectively with others in writing as indicated by the needs of the audience (3.20)
- Persuading others to approach things differently (3.20)
- Understanding written sentences and paragraphs in work related documents (3.00)
- Using mathematics to solve problems (2.80)
- Weighing the relative costs and benefits of a potential action (2.80)

Abilities:

- The ability to add, subtract, multiply, or divide quickly and correctly (4.00)
- The ability to communicate information and ideas in speaking so others will understand (3.60)
- The ability to speak clearly so that it is understandable to a listener (3.60)

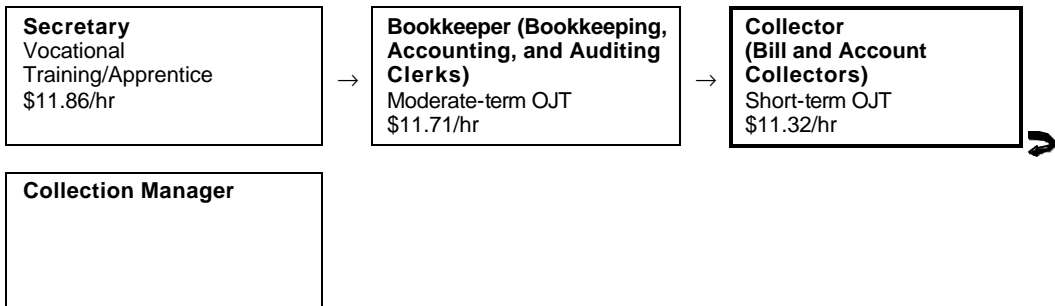
Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 2000: 15 employers surveyed representing 90 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Career Path: Bill and Account Collectors



Note: Communication and computer skills may be important for career advancement.

Related Occupations Comparison

(Includes Standard Occupational Classification/O*NET codes)

Purchasing Agents, Except Wholesale, Retail, and Farm Products ([13-1023.00](#))

Insurance Adjusters, Examiners, and Investigators ([13-1031.02](#))

Licensing Examiners and Inspectors ([13-1041.02](#))

Welfare Eligibility Workers and Interviewers ([43-4061.02](#))

Bill and Account Collectors (43-3011.00)

Credit Checkers ([43-4041.02](#))

Adjustment Clerks ([43-4051.01](#))

Order Clerks ([43-4151.00](#))

Education	Wage
Bachelor's Degree	\$19.87/hr
Long-term OJT	\$19.54/hr
Work Experience	\$19.18/hr
Moderate-term OJT	\$16.83/hr
Short-term OJT	\$11.32/hr
Short-term OJT	\$11.29/hr
Short-term OJT	\$11.18/hr
Short-term OJT	\$10.99/hr

U.S. Department of Labor Sources:

O*NET Database, version 3.0 (most closely related occupations)

Bureau of Labor Statistics' Projections of Employment

Bureau of Labor Statistics' Occupational Employment Statistics Programs (1998 National Wages)

INTRODUCING: Kesondra Ward

What is your job title?

Collections Customer Service Representative.

What kind of work do you do?

I receive payments, post payments, note accounts and collect on accounts that are over 60 days.

What are the things that attracted you to this type of work?

I like cash handling and the challenge of customer service and collecting in the same pool.

What kind of things do you do at work (skills)?

If payments come in through the mail, I go ahead and open up the envelope, see how much it is, and see what invoice it's for. I search the invoice using AS/400, and then I note the account and that payment was or was not received. In the morning I come in and look at a 60-day printout sheet and do follow-ups according to my notes and payment arrangements. If someone has broken say, two to three payment arrangements, I request that the container, if they still have a container on rent, be repossessed.

If you were starting over to be a bill collector, knowing what you know now, how would you better prepare yourself?

I'd prepare myself mentally, for the challenge. Verbally I would prepare so that I would know what to say and when to say it by having someone assist me in role playing. I would definitely role-play more. I'd probably take a course on accounting and collections procedures.

What keeps you wanting to do this type of work?

I want to be an accountant. I figure this will give me good experience in dealing with different customers and situations. I want to sharpen my listening skills so that I can better understand the different accounting principals that are taught at the college level.

What qualities make an exceptional bill collector?

Being considerate. Understanding and still being able to come up with a good solution for the problem. There's teamwork involved there too, so you've got to be a team player.

career advice

Biotechnology Laboratory Assistants

Also known as laboratory technicians.

Biotechnology laboratory assistants prepare solutions and perform laboratory procedures under the direction of a research assistant or scientist. They may be responsible for a wide variety of research laboratory tasks and experiments. They may also be responsible for implementing analyses of raw materials, in-process inspections and quality control audits as well as the manufacture and packaging of products and the implementation of production procedures (Modified DOT 041.061-997).

Wages and Fringe Benefits

New Hires/Inexp'd:	\$6.00 to \$20.00/hr	Median: \$10.00/hr
New Hires/Exp'd:	\$7.00 to \$22.00/hr	Median: \$12.00/hr
Exp'd/After 3 Years:	\$9.00 to \$31.16 /hr	Median: \$16.00/hr

Benefits: EMPLOYER PAID: Most employers provide medical insurance. Almost all provide a vacation. Most also provide sick leave and a retirement plan. Many provide dental, vision, and life insurance. SHARED COST: Some employers provide medical insurance and other benefits, including dental insurance, vision insurance, and a retirement plan.

Hours: Almost all jobs are 38-50 hours per week.

Training, Experience, and Other Requirements

License: None

Education: Some employers require an associate degree for job entry. Some others require a bachelor degree.

Experience: Most employers do not require prior experience.

Training: Employers generally provide on-the-job training for this occupation.

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find applicants who meet their hiring standards. This indicates a good outlook for qualified job seekers. Annual turnover is estimated to be moderate (20-29%).

Size of Occupation

Small. There are approximately 75-150 biotechnology laboratory assistants currently employed in the North Bay Counties. Local surveys indicate about 55% are female.

Employment Trends

Local: Insufficient data; however, some employers surveyed expect their employment for this occupation to grow over the next two years.

Nationwide: Employment of science technicians, including biotechnology laboratory assistants, is expected to increase more slowly than the average for all occupations through the year 2008.

Other Information

Where the Jobs Are: Research and testing laboratories and manufacturers of chemical and biological products.

Methods Used to Fill Job Openings: Almost all employers recruit applicants through newspaper advertisements. Most also fill openings by hiring unsolicited applicants. Many fill openings by hiring referrals from colleges and universities. Some fill openings through in-house promotion or transfer and/or by hiring referrals from employees.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of plant and animal living tissue, cells, organisms, and entities, including their functions, interdependencies, and interactions with each other and the environment (4.83)
- Knowledge of numbers, their operations, and interrelationships including arithmetic, algebra, geometry, calculus, statistics, and their applications (3.33)
- Knowledge of techniques and equipment for planting, growing, and harvesting of food for consumption including crop rotation methods, animal husbandry, and food storage/handling techniques (3.00)

Skills:

- Using scientific methods to solve problems (3.50)
- Using mathematics to solve problems (3.33)
- Identifying the nature of problems (3.16)
- Understanding written sentences and paragraphs in work related documents (3.00)
- Controlling operations of equipment or systems (3.00)
- Listening to what other people are saying and asking questions as appropriate (2.83)
- Determining the kind of tools and equipment needed to do a job (2.83)
- Finding ways to structure or classify multiple pieces of information (2.83)
- Knowing how to find information and identifying essential information (2.66)
- Communicating effectively with others in writing as indicated by the needs of the audience (2.66)

Abilities:

- The ability to listen to and understand information and ideas presented through spoken words and sentences (3.60)
- The ability to produce many rules so that each rule tells how to group (or combine) a set of things in a different way. (3.00)
- The ability to communicate information and ideas in writing so others will understand (3.00)

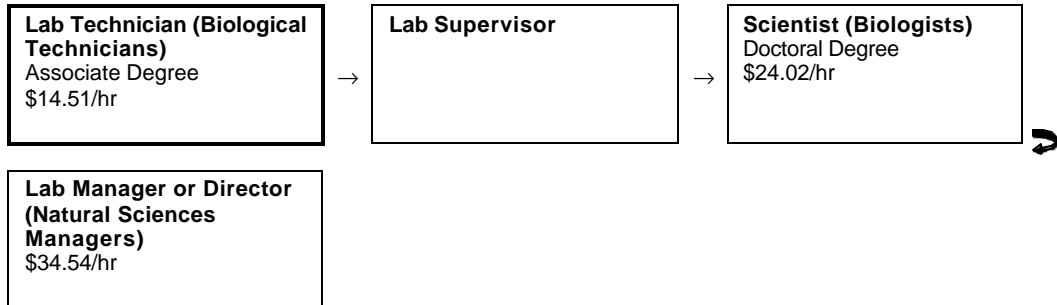
Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 2000: 11 employers surveyed representing 72 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Career Path: Biotechnology Laboratory Assistants



Note: Technical and management skills may be important for career advancement.

Related Occupations Comparison

(Includes Standard Occupational Classification/O*NET codes)

Anesthesiologists ([29-1061.00](#))

Podiatrists ([29-1081.00](#))

Veterinarians ([29-1131.00](#))

Soil Conservationists ([19-1031.01](#))

Foresters ([19-1032.00](#))

Medical and Clinical Laboratory Technologists ([29-2011.00](#))

Dietitians and Nutritionists ([29-1031.00](#))

Biological Technicians ([19-4021.00](#))

Education

Professional Degree

Professional Degree

Professional Degree

Bachelor's Degree

Bachelor's Degree

Bachelor's Degree

Bachelor's Degree

Associate Degree

Wage

\$49.05/hr

\$36.16/hr

\$27.47/hr

\$21.21/hr

\$21.21/hr

\$18.36/hr

\$17.36/hr

\$14.51/hr

U.S. Department of Labor Sources:

O*NET Database, version 3.0 (most closely related occupations)

Bureau of Labor Statistics' Projections of Employment

Bureau of Labor Statistics' Occupational Employment Statistics Programs (1998 National Wages)

INTRODUCING: Maggie O'Neill

What is your job title?

Research Technician II

What kind of work do you do?

I work with insects. I take care of the cages and all other aspects of their life. I work with the biology department and the medical students, some of which I train. We have investors walk through, so I do small tours in the insect room. It's interesting work.

What are the things that attracted you to this type of work?

Actually it was by circumstance that I got this job. I had quit a job and I realized that quitting a job when you have rent to pay isn't the right thing to do. There was an internship position available and while I was in college, I interned for about seven months. I really liked learning about life cycles of animals but I had never worked with bugs at all. Actually, I was kind of afraid of insects. But they had benefits, stock options, and good pay, so it's actually as good as going public (for work). This was completely new and it was something that I was fascinated with very much. I enjoy working with my colleagues, too. They're five very nice people who really create a great atmosphere. You also don't work a lot with the public, which I like. I just talk to people when I want to.

What kind of things do you do at work (skills)?

I do a lot of statistical analysis. And like I said, there's a lot of hands on; there's a lot of colonies that are involved. I also work with the bio office, which makes for a lot of multi-tasking. There's a lot of organization, and a lot of people skills required because we are a very close-knit group. I also work with scientists from other organizations. This requires me to deal with confrontational situations, because they have their own points of view on many issues. I've learned more at this job in the last year than I probably learned in school.

If you were starting over to be a research technician, knowing what you know now, how would you better prepare yourself?

I'm not a very social person and I think that maybe being a little more socially adept helps to deal with some of the people you work closely with.

What keeps you wanting to do this type of work?

It's really flexible. I never liked working with people too much, but I do like the people I work with and it's a neat situation. The scientists are teaching me stuff, too and it doesn't feel like work. Another good thing about the job is that I don't have a lot of education, however, they are still willing to give me a lot of responsibility.

What qualities make an exceptional research technician?

Definitely somebody who's responsible, accountable, and organized. You have to really be interested in biology and the scientific aspect of things. Asking a lot of questions is good, too.

Carpenters

Carpenters perform the carpentry duties necessary to make or repair wooden structures, structural members, and fixtures and equipment using carpentry tools and woodworking machines. Does not include cabinetmakers and bench carpenters (OES 871020).

Wages and Fringe Benefits

New Hires/Inexp'd:	\$10.00 to \$15.00/hr	Median: \$11.00/hr
New Hires/Exp'd:	\$10.00 to \$25.00/hr	Median: \$17.00/hr
Exp'd/After 3 Years:	\$15.00 to \$35.00/hr	Median: \$24.00/hr

The above wage information is based on surveys with North Bay County contractors, and do not reflect the higher "prevailing wages" paid by many out-of-area contractors for government construction projects in the North Bay region.

Hourly wages for union Carpenters are \$13.27 (housing) and \$15.40 (commercial) for entry-level apprentices, and \$24.12 (housing) and \$28.00 (commercial) for journey-level. Source: Local 571

Benefits: EMPLOYER PAID: Many employers provide medical insurance and a vacation. Some also provide dental insurance, a retirement plan, vision insurance, life insurance, and sick leave. **SHARED COST:** Some employers provide medical insurance.

Hours: Almost all jobs are 38-40 hours per week.

Training, Experience, and Other Requirements

License: Not required, except for individuals who want to be licensed as general building or specialty contractors; contact the Contractors State License Board at 916-255-3900 for licensing information.

Education: Most employers are willing to accept less than a high school level education for job entry. Many require a high school diploma or equivalent.

Experience: Most employers require prior experience. Some employers are willing to accept training as a substitute for experience.

Training: Apprenticeship training takes about 4 years to complete and to achieve journey-level status. Specialty areas include framing, finishing, and remodeling. Refer to the training directory for information on related programs offered by:

Carpenter's Training Committee for Northern California; Marin County Regional Occupational Program; Napa County Regional Occupational Program; Santa Rosa Junior College; Solano County Regional Occupational Program

Supply/Demand Assessment

Employers generally report that it is very difficult to find applicants who meet their hiring standards. This indicates a very good outlook for qualified job seekers. Annual turnover is estimated to be very low (less than 10%).

Size of Occupation

Very large. There are approximately 3,200-3,910 carpenters currently employed in the North Bay Counties. Local surveys indicate less than 5% are female. A few jobs are union.

Employment Trends

Local: The growth rate is projected to be the same as the average for all occupations through the year 2004. About 85-105 job openings are projected per year due to a net increase in occupation size. About 75-90 job openings are projected per year due to separations (workers retiring or leaving the occupation).

Nationwide: Employment of carpenters is expected to increase more slowly than the average for all occupations through the year 2008.

Other Information

Where the Jobs Are: General building and heavy construction contractors. Nationally, about 30% are self-employed.

Methods Used to Fill Job Openings: Almost all employers fill job openings by hiring referrals from employees. Most also fill openings by hiring unsolicited applicants and/or recruit applicants through newspaper advertisements. Some fill job openings by hiring union referrals.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of materials, methods, and the appropriate tools to construct objects, structures, and buildings (5.00)
- Knowledge of design techniques, principles, tools and instruments involved in the production and use of precision technical plans, blueprints, drawings, and models (3.00)
- Knowledge of machines and tools, including their designs, uses, benefits, repair, and maintenance (2.80)

Skills:

- Installing equipment, machines, wiring, or programs to meet specifications (3.80)
- Inspecting and evaluating the quality of products (3.40)
- Repairing machines or systems using the needed tools (3.20)
- Determining the kind of tools and equipment needed to do a job (3.20)
- Using mathematics to solve problems (3.00)
- Understanding written sentences and paragraphs in work related documents (3.00)
- Controlling operations of equipment or systems (3.00)
- Analyzing needs and product requirements to create a design (2.80)
- Knowing how to find information and identifying essential information (2.80)
- Assessing how well one is doing when learning or doing something (2.80)

Abilities:

- The ability to imagine how something will look after it is moved around or when its parts are moved or rearranged (4.40)
- The ability to quickly make coordinated movements of one hand, a hand together with its arm, or two hands to grasp, manipulate, or assemble objects (4.20)
- The ability to use short bursts of muscle force to propel oneself (as in jumping or sprinting), or to throw an object (4.00)

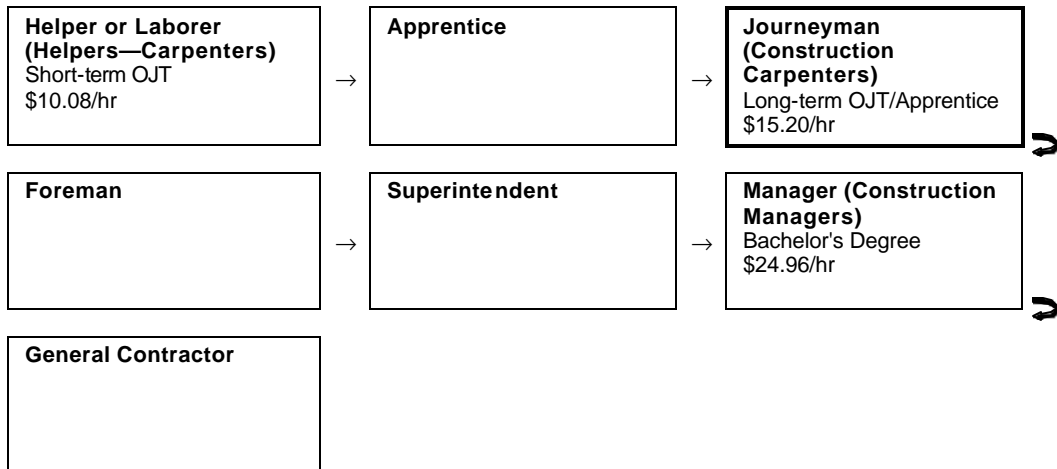
Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 2000: 15 employers surveyed representing 1,082 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Career Path: Carpenters



Note: Interpersonal and communication skills may be important for career advancement.

Related Occupations Comparison

(Includes Standard Occupational Classification/O*NET codes)

	Education	Wage
Brickmasons and Blockmasons (47-2021.00)	Long-term OJT/Apprentice	\$17.81/hr
Plumbers (47-2152.02)	Long-term OJT/Apprentice	\$16.50/hr
Boat Builders and Shipwrights (47-2031.05)	Long-term OJT/Apprentice	\$15.20/hr
Construction Carpenters (47-2031.01)	Long-term OJT/Apprentice	\$15.20/hr
Rough Carpenters (47-2031.02)	Long-term OJT/Apprentice	\$15.20/hr
Carpenter Assemblers and Repairers (47-2031.03)	Long-term OJT	\$15.20/hr
Welders and Cutters (51-4121.02)	Vocational Training/Apprentice	\$13.18/hr
Helpers--Carpenters (47-3012.00)	Short-term OJT	\$10.08/hr

U.S. Department of Labor Sources:

O*NET Database, version 3.0 (most closely related occupations)

Bureau of Labor Statistics' Projections of Employment

Bureau of Labor Statistics' Occupational Employment Statistics Programs (1998 National Wages)

INTRODUCING: James Franklin

What is your job title?

My job title is General Contractor.

What kind of work do you do?

I renovate older homes.

What are the things that attracted you to this type of work?

I love taking a distressed house and turning it into a true home for someone.

What kind of things do you do at work (skills)?

Basically, I do everything that needs to be done to a house to make it both livable and beautiful. I handle the carpentry, the electrical system, the plumbing, and the tile work. I can also build decks and fences if that's what the client wants.

If you were starting over to be a carpenter, knowing what you know now, how would you better prepare yourself?

I would have gone to school and worked under someone to hone my skills. Being self-taught is great, but I have had to re-do some of my work throughout the learning process. This is time consuming and is a loss of profit as well.

What keeps you wanting to do this type of work?

It's the satisfaction of transforming an old home into something that I know people are going to enjoy for many years to come. It's something that, when you finish, you can look up at and say, "Hey- I did that!" and feel really proud.

What qualities make an exceptional carpenter?

An exceptional carpenter has a desire to create something that they can take pride in. They should also have a working knowledge of building and the tools you use to do a job. Math skills are also important and directly affect the quality of a job. But above all else, a good carpenter will have that pride in his or her craftsmanship.

Computer Engineers

Includes software engineers.

Computer engineers analyze data processing requirements to plan EDP systems to provide system capabilities required for projected workloads. They plan layout and installation of new systems or modification of existing systems. They may set up and control analog or hybrid computer systems to solve scientific and engineering problems (OES 221270).

Wages and Fringe Benefits

New Hires/Inexp'd:	\$6.25 to \$19.18/hr	Median: \$15.00/hr
New Hires/Exp'd:	\$8.25 to \$35.96/hr	Median: \$20.00/hr
Exp'd/After 3 Years:	\$14.00 to \$47.95/hr	Median: \$35.00/hr

Benefits: EMPLOYER PAID: Most employers provide medical insurance. Of the employers surveyed, all report that they provide a vacation. Almost all provide sick leave. Many also provide a retirement plan and dental insurance. Some provide life and vision insurance. SHARED COST: Some employers provide medical insurance and other benefits, including vision insurance, a retirement plan, and dental insurance.

Hours: Almost all jobs are 40-60 hours per week.

Training, Experience, and Other Requirements

License: None

Education: Many employers require a bachelor degree for job entry. Some are willing to accept a high school level education. Some others require an associate degree.

Experience: Many employers do not require prior experience. Many others require 6-36 months of prior experience. Many employers are willing to accept training as a substitute for experience.

Training: Most employers report that spreadsheet skills are important. Many also report that word processing and database skills are important. Some report that C++ and Java programming skills are important. Refer to the training directory for information on related programs offered by:

Pacific Union College; Sonoma State University; University of California, Davis

Supply/Demand Assessment

Employers generally report that it is very difficult to find applicants who meet their hiring standards. This indicates a very good outlook for qualified job seekers. Annual turnover is estimated to be low (10-19%).

Size of Occupation

Large. There are approximately 1,870-2,290 computer engineers currently employed in the North Bay Counties. Local surveys indicate about 25% are female.

Employment Trends

Local: The growth rate is projected to be much faster than the average for all occupations through the year 2004. About 90-110 job openings are projected per year due to a net increase in occupation size. About 10-15 job openings are projected per year due to separations (workers retiring or leaving the occupation).

Nationwide: Computer systems analysts, engineers, and scientists are expected to be the fastest growing occupations through 2008.

Other Information

Where the Jobs Are: Computer hardware and software manufacturers and computer programming services. Nationally, about 8% are self-employed.

Methods Used to Fill Job Openings: Almost all employers fill job openings by hiring referrals from employees. Many also recruit applicants through newspaper advertisements and/or recruit applicants through internet job listings. Some fill job openings by hiring referrals from colleges and universities and/or through word of mouth.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of electric circuit boards, processors, chips, and computer hardware and software, including applications and programming (5.00)
- Knowledge of equipment, tools, mechanical devices, and their uses to produce motion, light, power, technology, and other applications (4.33)
- Knowledge of numbers, their operations, and interrelationships including arithmetic, algebra, geometry, calculus, statistics, and their applications (4.33)

Skills:

- Analyzing needs and product requirements to create a design (4.66)
- Using mathematics to solve problems (4.50)
- Finding ways to structure or classify multiple pieces of information (4.33)
- Writing computer programs for various purposes (4.33)
- Determining what is causing an operating error and deciding what to do about it (4.33)
- Using scientific methods to solve problems (4.33)
- Working with new material or information to grasp its implications (4.16)
- Knowing how to find information and identifying essential information (4.16)
- Using logic and analysis to identify the strengths and weaknesses of different approaches (4.00)
- Identifying the nature of problems (4.00)

Abilities:

- The ability to read and understand information and ideas presented in writing (4.83)
- The ability to listen to and understand information and ideas presented through spoken words and sentences (4.50)
- The ability to combine separate pieces of information, or specific answers to problems, to form general rules or conclusions. It includes coming up with a logical explanation for why a series of seemingly unrelated events occur together. (4.50)

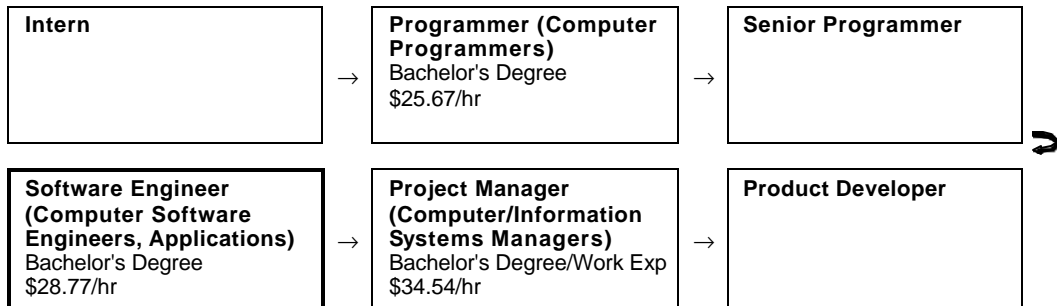
Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 2000: 15 employers surveyed representing 146 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Career Path: Computer Engineers



Note: Communication skills may be important for career advancement.

Related Occupations Comparison

(Includes Standard Occupational Classification/O*NET codes)

Computer Science Teachers, Postsecondary ([25-1021.00](#))

Computer Software Engineers, Applications (15-1031.00)

Numerical Tool and Process Control Programmers ([51-4012.00](#))

Computer Support Specialists ([15-1041.00](#))

Aerospace Engineering and Operations Technicians ([17-3021.00](#))

Electrical and Electronics Repairers, Commercial and Industrial Equipment ([49-2094.00](#))

Mathematical Technicians ([15-3011.00](#))

Electronic Drafters ([17-3012.01](#))

Data Processing Equipment Repairers ([49-2011.02](#))

Education

Doctoral Degree

Bachelor's Degree

Work Experience/Apprentice

Bachelor's Degree

Associate Degree/Apprentice

Vocational Training/Apprentice

Associate Degree

Vocational Training/Apprentice

Vocational Training/Apprentice

Wage

DNA

\$28.77/hr

\$20.66/hr

\$19.52/hr

\$19.15/hr

\$17.21/hr

\$17.12/hr

\$16.60/hr

\$15.15/hr

U.S. Department of Labor Sources:

O*NET Database, version 3.0 (most closely related occupations)

Bureau of Labor Statistics' Projections of Employment

Bureau of Labor Statistics' Occupational Employment Statistics Programs (1998 National Wages)

INTRODUCING: Ron Anderson

What is your job title?

My title is Software Engineer/Programmer.

What kind of work do you do?

I hire out to people and get an idea for software or programming they'd like to see happen on their computer. They tell me what they want, and I sit down and design it for them. I'm also extensively involved in the programming and implementation of what's designed.

What are the things that attracted you to this type of work?

I've always had this creative ability to come up with ideas. Originally, I wanted to be a cinematographer, but that didn't quite work out; the movie industry wasn't quite what I had thought it was going to be. I went off into a slightly different career path for about 15 years, and then I just kind of stumbled across computers. My very first computer was a Commodore 64. I played on that for about a half an hour and I was hooked!

What kind of things do you do at work (skills)?

You want to be proficient in math for times when you're building functions. Know how to type: life goes a lot faster if you can. Reading's essential if you want to keep up on the latest and greatest; I read the trade magazines and programming books to keep my ideas current. You also need to know how to quickly get to the part of a book that holds answers to your programming questions. Analytical thought plays a major part in considering what the end users would like, what the computer is capable of doing and making the two factors work together. A good sense of aesthetic is necessary in designing a user-friendly screen; if your interface is hard to use, the end user is going to determine that your software is not very good. This is crucial as to whether software will be successful or not. Knowledge of hardware is important, because you'll need to consider if the client's hardware is going to be able to run the software you're building.

If you were starting over to be a software engineer, knowing what you know now, how would you better prepare yourself?

If I ever got that opportunity, I'd start learning at a younger age. But for the most part, I'd probably do it about the same. I might look for somebody who's been doing it for a while and go through an apprenticeship process to get through the rough spots. Whether you have a degree or not, technology changes so rapidly that what you're doing today may not be supported tomorrow.

What keeps you wanting to do this type of work?

I like the positive feedback from users. I take the negative too because that leads me to change things in the software for the better. I like to think that an idea I have can be turned into something tangible. A product that I finished and completed and that people are using gives me satisfaction. It's like making a movie, but unfortunately, they don't applaud your software. They do throw stuff at the screen though!

What qualities make an exceptional Software Engineer?

Having a good sense of the end user, strong analytical ability, good taste when designing an interface, and a realization that you won't be able to please everyone.

Computer Programmers - Including Aides

Includes software engineers.

Computer programmers, including aides, convert symbolic statements of administrative data, business, scientific, engineering, and other technical problem formulations into detailed logical flow charts for coding into computer language. They develop and write computer programs to store, locate, and retrieve specific documents, data, and information (OES 251051).

Wages and Fringe Benefits

New Hires/Inexp'd:	Insufficient Data	
New Hires/Exp'd:	\$17.26 to \$40.75/hr	Median: \$29.73/hr
Exp'd/After 3 Years:	\$18.00 to \$59.93/hr	Median: \$35.10/hr

Benefits: EMPLOYER PAID: Most employers provide medical insurance. Almost all provide a vacation and sick leave. Many also provide a retirement plan, dental, vision, and life insurance. SHARED COST: Some employers provide medical insurance and dental insurance. A few also provide vision insurance and a retirement plan.

Hours: Almost all jobs are 40-55 hours per week.

Training, Experience, and Other Requirements

License: None

Education: Many employers require a bachelor degree for job entry. Some are willing to accept a high school level education.

Experience: Almost all employers require 1-5 years of prior experience. A few employers are willing to accept training as a substitute for experience.

Training: Many employers report that word processing, spreadsheet, and database skills are important. Some also report that C++ and Java programming skills are important. A few report that desktop publishing and Visual Basic skills are important. Refer to the training directory for information on related programs offered by:

College of Marin; Solano Community College; Sonoma State University; University of California, Davis

Supply/Demand Assessment

Employers generally report that it is very difficult to find applicants who meet their hiring standards. This indicates a very good outlook for qualified job seekers, particularly for those with prior experience. Annual turnover is estimated to be moderate (20-29%).

Size of Occupation

Large. There are approximately 1,670-2,040 computer programmers and aides currently employed in the North Bay Counties. Local surveys indicate about 35% are female.

Employment Trends

Local: The growth rate is projected to be slower than the average for all occupations through the year 2004. About 35-45 job openings are projected per year due to a net increase in occupation size. About 50-65 job openings are projected per year due to separations (workers retiring or leaving the occupation).

Nationwide: Employment of programmers is expected to grow faster than the average for all occupations through 2008. Jobs for both systems and applications programmers should be plentiful in data processing service firms, software houses, and computer consulting businesses.

Other Information

Where the Jobs Are: Companies involved in developing software or providing related services. Nationally, about 3% are self-employed.

Methods Used to Fill Job Openings: Most employers fill job openings by hiring referrals from employees and/or recruit applicants through internet job listings. Some also recruit applicants through newspaper advertisements and/or fill job openings by hiring referrals from employment agencies.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of electric circuit boards, processors, chips, and computer hardware and software, including applications and programming (5.00)
- Knowledge of numbers, their operations, and interrelationships including arithmetic, algebra, geometry, calculus, statistics, and their applications (4.33)
- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar (3.83)

Skills:

- Writing computer programs for various purposes (4.83)
- Communicating effectively with others in writing as indicated by the needs of the audience (4.33)
- Understanding written sentences and paragraphs in work related documents (4.16)
- Using logic and analysis to identify the strengths and weaknesses of different approaches (4.16)
- Finding ways to structure or classify multiple pieces of information (4.00)
- Identifying the nature of problems (3.83)
- Listening to what other people are saying and asking questions as appropriate (3.83)
- Working with new material or information to grasp its implications (3.83)
- Conducting tests to determine whether equipment, software, or procedures are operating as expected (3.83)
- Generating a number of different approaches to problems (3.66)

Abilities:

- The ability to communicate information and ideas in speaking so others will understand (4.66)
- The ability to read and understand information and ideas presented in writing (4.50)
- The ability to communicate information and ideas in writing so others will understand (4.50)

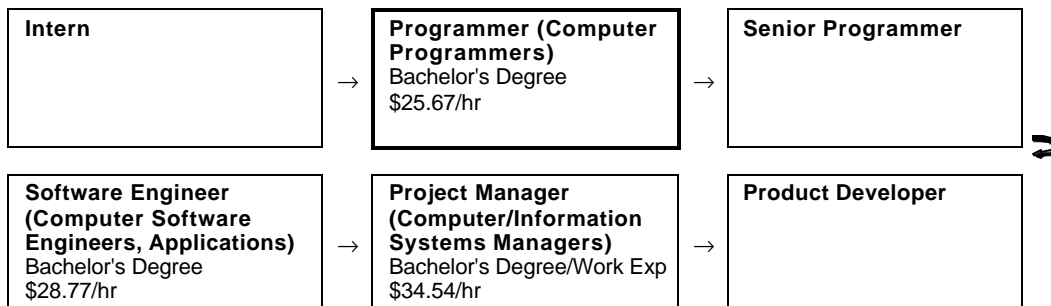
Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 2000: 16 employers surveyed representing 160 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Career Path: Computer Programmers, Including Aides



Note: Analytical, logical, and leadership skills may be important for career advancement.

Related Occupations Comparison

(Includes Standard Occupational Classification/O*NET codes)

	Education	Wage
Computer Science Teachers, Postsecondary (25-1021.00)	Doctoral Degree	DNA
Computer and Information Systems Managers (11-3021.00)	Bachelor's Degree/Work Experience	\$34.54/hr
Computer Systems Analysts (15-1051.00)	Bachelor's Degree	\$26.02/hr
Computer Programmers (15-1021.00)	Bachelor's Degree	\$25.67/hr
Operations Research Analysts (15-2031.00)	Master's Degree	\$24.93/hr
Numerical Tool and Process Control Programmers (51-4012.00)	Work Experience/Apprentice	\$20.66/hr
Computer Support Specialists (15-1041.00)	Bachelor's Degree	\$19.52/hr
Data Processing Equipment Repairers (49-2011.02)	Vocational Training/Apprentice	\$15.15/hr
Computer Operators (43-9011.00)	Moderate-term OJT/Apprentice	\$12.92/hr

U.S. Department of Labor Sources:

O*NET Database, version 3.0 (most closely related occupations)

Bureau of Labor Statistics' Projections of Employment

Bureau of Labor Statistics' Occupational Employment Statistics Programs (1998 National Wages)

INTRODUCING: Craig Nielsen

What is your job title?

I am a Programmer.

What kind of work do you do?

I design, repair, and create custom software for small businesses.

What are the things that attracted you to this type of work?

It's logical, you get to be a kind of hero, you solve people's problems, and they appreciate your work. There's also very little down time because you're doing popular work and people need what you do. I make their business more efficient.

What kind of things do you do at work (skills)?

I meet with the client(s) and get to know what it is that they're doing, where they'd like to be, and see if there's something that I can do. Usually, I can do more than they really expect, so, again it gets kind of surprising and you can be a hero in the end. I then give them some training, get them up and running and then I'm done.

If you were starting over to be a computer programmer, knowing what you know now, how would you better prepare yourself?

I would have gone about it the same way that I did before. I worked a lot of off time hours and I am genuinely interested in my work. I worked on my own and tried a little programming; I got to know all the programs that were out there and what people liked about them. And I really came to understand how businesses use computers to integrate with people, and that the two are like oil and water sometimes.

What keeps you wanting to do this type of work?

The appreciation that I get from people. It pays well, but what's more is when you walk in, you're making something that people need and want. You're not doing some menial task that's going to get lost and forgotten soon. And you never have to be in a down line unless you're not doing your job.

What qualities make an exceptional computer programmer?

Analytical thinking I would say, and the ability to take a human concept with emotion and translate that into a purely logical approach that won't violate the human side of the process. You need to genuinely be interested in it to put in the amount of time that it takes to be a good programmer. If you're not able to do that you will be fighting it all the way.

career advice

Computer Support Specialists

Computer support specialists provide technical assistance and training to computer system users. Investigate and resolve computer software and hardware problems of users. Answer clients' inquiries in person and via telephone concerning the use of computer hardware and software, including printing, word processing, programming languages, electronic mail, and operating systems (OES 251040).

Wages and Fringe Benefits

New Hires/Inexp'd:	\$8.00 to \$20.00/hr	Median: \$14.38/hr
New Hires/Exp'd:	\$10.00 to \$25.00/hr	Median: \$16.78/hr
Exp'd/After 3 Years:	\$13.42 to \$30.00/hr	Median: \$20.00/hr

Benefits: EMPLOYER PAID: Many employers provide medical insurance. Almost all provide a vacation. Most provide sick leave. Many also provide a dental insurance, a retirement plan, and vision insurance. Some provide life insurance. SHARED COST: Many employers provide medical insurance. Some also provide dental and life insurance. A few provide vision insurance and a retirement plan. For part-time employees: A few employers provide benefits.

Hours: Most jobs are 40-50 hours per week. Some jobs are part-time or temporary/on-call, ranging from 10-25 hours per week.

Training, Experience, and Other Requirements

License: None

Education: Many employers require a high school diploma or equivalent for job entry. Some require an associate degree.

Experience: Many employers do not require prior experience. Many others require 6-48 months of prior experience. Some employers are willing to accept training as a substitute for experience.

Training: Most employers report that word processing and spreadsheet skills are important. Many also report that database skills are important. Refer to the training directory for information on related programs offered by:

Career Transitions; College of Marin; Empire College; Hands On Computer Learning Center; Heald College; Information Management Instruction Training (IMIT); J Bass & Associates; Napa Valley College; Santa Rosa Junior College; Solano Community College; Solano County Regional Occupational Program

Supply/Demand Assessment

Employers generally report that it is very difficult to find applicants who meet their hiring standards. This indicates a very good outlook for qualified job seekers. Annual turnover estimated to be high (30-39%). This turnover rate does not include temporary/on-call employment.

Size of Occupation

Large. There are approximately 1,335-1,630 computer support specialists currently employed in the North Bay Counties. Local surveys indicate about 25% are female.

Employment Trends

Local: The growth rate is projected to be much faster than the average for all occupations through the year 2004. About 75-95 job openings are projected per year due to a net increase in occupation size. Less than 10 job openings are projected per year due to separations (workers retiring or leaving the occupation).

Nationwide: Within the computer and data processing services industry, projected growth varies by sector. Among the fastest growing sectors should be client-server applications, consulting and integration services, prepackaged software, and end-user support. The demand for networking and the need to integrate new technologies will drive the demand for consulting and integration. Advances in software technology and expanding Internet usage will increase the need for software support and services.

Other Information

Where the Jobs Are: In a variety of industries, including computer and data processing services, educational institutions, and manufacturers/retailers of computer equipment. Nationwide, less than 1% are self-employed.

Methods Used to Fill Job Openings: Most employers fill job openings by hiring referrals from employees, recruit applicants through newspaper advertisements, and/or through internet job listings. Some also fill job openings by hiring referrals from colleges and universities and/or fill openings by hiring unsolicited applicants.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of electric circuit boards, processors, chips, and computer hardware and software, including applications and programming (4.20)
- Knowledge of instructional methods and training techniques including curriculum design principles, learning theory, group and individual teaching techniques, design of individual development plans, and test design principles (3.00)
- Knowledge of equipment, tools, mechanical devices, and their uses to produce motion, light, power, technology, and other applications (2.80)

Skills:

- Determining what is causing an operating error and deciding what to do about it (4.83)
- Conducting tests to determine whether equipment, software, or procedures are operating as expected (4.83)
- Analyzing needs and product requirements to create a design (4.83)
- Teaching others how to do something (4.83)
- Identifying the nature of problems (4.66)
- Using logic and analysis to identify the strengths and weaknesses of different approaches (4.50)

Abilities:

- The ability to read and understand information and ideas presented in writing (4.40)
- The ability to communicate information and ideas in speaking so others will understand (4.40)
- The ability to listen to and understand information and ideas presented through spoken words and sentences (4.40)

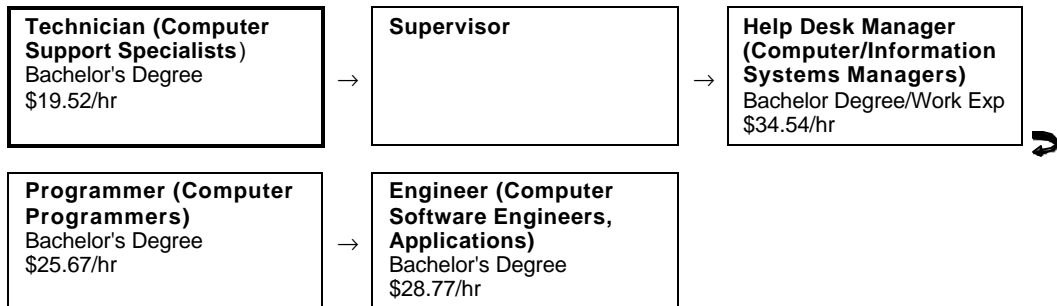
Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 2000: 17 employers surveyed representing 71 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Career Path: Computer Support Specialists



Note: Communication skills, technical expertise, and continuing education may be important for career advancement.

Related Occupations Comparison

(Includes Standard Occupational Classification/O*NET codes)

Computer Systems Analysts ([15-1051.00](#))
 Computer Programmers ([15-1021.00](#))
 Computer Security Specialists ([15-1071.01](#))
 Network Systems and Data Communications Analysts ([15-1081.00](#))
 Numerical Tool and Process Control Programmers ([51-4012.00](#))
Computer Support Specialists ([15-1041.00](#))
 Electrical and Electronics Repairers, Commercial and Industrial Equipment ([49-2094.00](#))
 Broadcast Technicians ([27-4012.00](#))
 Data Processing Equipment Repairers ([49-2011.02](#))
 Computer Operators ([43-9011.00](#))

Education	Wage
Bachelor's Degree	\$26.02/hr
Bachelor's Degree	\$25.67/hr
Bachelor's Degree	\$24.18/hr
Bachelor's Degree	\$24.18/hr
Work Experience/Apprentice	\$20.66/hr
Bachelor's Degree	\$19.52/hr
Vocational Training/Apprentice	\$17.21/hr
Vocational Training/Apprentice	\$15.29/hr
Vocational Training/Apprentice	\$15.15/hr
Moderate-term OJT/Apprentice	\$12.92/hr

U.S. Department of Labor Sources:

O*NET Database, version 3.0 (most closely related occupations)

Bureau of Labor Statistics' Projections of Employment

Bureau of Labor Statistics' Occupational Employment Statistics Programs (1998 National Wages)

INTRODUCING: Judie Smith

What is your job title?

My job title is Associate Information Systems Analyst and System Administrator.

What kind of work do you do?

I do desktop computer support, which includes pc's and laptops. I also manage and am responsible for the support of about half of the sixteen servers that we have on-site. The servers serve up files for the end-users to access and one server is used as a gateway to our connection to the mainframe. We also have a Microsoft Exchange e-mail server, print server, two remote access servers, and a couple of extraneous servers.

What are the things that attracted you to this type of work?

My aptitude for one and the logical way that computers work. I have a strong logical side of my brain that works real well with that and probably the troubleshooting end, when something doesn't work and finally getting it to work you really have a sense of accomplishment.

What kind of things do you do at work (skills)?

The skill that I use the most is my troubleshooting skills with regard to desktop support and laptop support. A lot of it is hardware support, like when a piece of equipment or a component in one of the computers dies then we do some diagnostics and determine what the problem is. We repair it on-site if we can and sometimes we have to call for parts. The other thing that we do, which is probably even more primary, is software support, which is usually end-user education. The end-user tries to do things and then the program doesn't work so they call us and we tell them to try this or try that.

If you were starting over to be a computer support specialist, knowing what you know now, how would you better prepare yourself?

I sort of fell into this type of work and realized I had an aptitude and I liked it. I had the unusual opportunity to finish my degree after I was working in the field. I was already in the process of going to school and getting my general education requirement done. This became part of my workload at my last workplace. So, by knowing that it just sort of geared my major. It would have been nice if I had known it when I was younger. But as far as better preparing for it I don't know that I would have done it differently.

What keeps you wanting to do this type of work?

Right now I'm what they call a generalist because I use a broad base of skills across a whole bunch of areas. There are times when I don't feel like I'm really good at any one thing. I would really like to specialize in a particular area, like maybe internet web design. Specialized work changes really frequently and I love the change but sometimes I also hate it. Once you learn something, it's obsolete in three months! It's kind of like a double edged sword but the work is very interesting and the people are great too. I really enjoy the variety, there's not much time to be bored.

What qualities make an exceptional Computer Support Specialist?

In this day and age you have to have really strong people skills. There is so much interaction with people and there's so much change in the industry. You also need to have strong logical ability for troubleshooting. Getting from point a to point b in the most succinct manner.

Correction Officers and Jailers

Correction officers and jailers guard inmates in penal or rehabilitative institutions in accordance with established regulations and procedures. They may guard prisoners in transit between jail, courtroom, prison, or other point, traveling by automobile or public transportation, and may be designated deputy guard. Includes deputy sheriffs who spend the majority of their time guarding prisoners in county correctional institutions (OES 630170).

Wages and Fringe Benefits

New Hires/Inexp'd:	\$15.00 to \$17.01/hr	Median: \$16.33/hr
New Hires/Exp'd:	\$15.00 to \$27.57/hr	Median: \$19.23/hr
Exp'd/After 3 Years:	\$20.00 to \$27.81/hr	Median: \$22.81/hr

Benefits: EMPLOYER PAID: Many employers provide medical insurance. Of the employers surveyed, all report that they provide a vacation and sick leave. Almost all provide vision and life insurance. Most provide dental insurance. Many also provide a retirement plan. SHARE COST: Many employers provide medical insurance and a retirement plan. Some provide dental insurance.

Hours: Almost all jobs are 38-40 hours per week.

Training, Experience, and Other Requirements

License: Criminal record clearance, including fingerprinting.

Education: Of the employers surveyed, all report that they require a high school diploma or equivalent for job entry.

Experience: Of the employers surveyed, all report that they do not require prior experience.

Training: Employers generally provide on-the-job training for this occupation, although related training programs are offered by:

College of Marin; Napa Valley College; Santa Rosa Junior College; Solano Community College

Supply/Demand Assessment

Employers generally report that it is very difficult to find applicants who meet their hiring standards. This indicates a very good outlook for qualified job seekers. Annual turnover is estimated to be very low (less than 10%).

Size of Occupation

Large. Published projections for this occupation estimate the number of workers at 1,550-1,895. However, local surveys indicate approximately 1,770-2,160 correction officers and jailers currently employed in the North Bay Counties. Local surveys indicate about 25% are female. Employers report that all jobs are union.

Employment Trends

Local: The growth rate is projected to be much faster than the average for all occupations through the year 2004. About 65-80 job openings are projected per year due to a net increase in occupation size. About 40-50 job openings are projected per year due to separations (workers retiring or leaving the occupation).

Nationwide: Employment of correctional officers is expected to increase much faster than the average for all occupations through 2008, as additional officers are hired to supervise and control a growing inmate population.

Other Information

Where the Jobs Are: State and local government agencies. Nationwide, less than 1% are self-employed.

Methods Used to Fill Job Openings: Most employers recruit applicants through newspaper advertisements and/or through job fairs. Many also recruit applicants through internet job listings. Some fill openings by hiring referrals from the Employment Development Department.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of weaponry, public safety, and security operations, rules, regulations, precautions, prevention, and the protection of people, data, and property (4.20)
- Knowledge of the information and techniques needed to diagnose and treat injuries, diseases, and deformities. This includes symptoms, treatment alternatives, drug properties and interactions, and preventive health-care measures (2.80)
- Knowledge of laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process (2.80)

Skills:

- Being aware of others' reactions and understanding why they react the way they do (3.80)
- Talking to others to effectively convey information (3.40)
- Knowing how to find information and identifying essential information (3.00)
- Identifying the nature of problems (3.00)
- Listening to what other people are saying and asking questions as appropriate (2.80)
- Weighing the relative costs and benefits of a potential action (2.80)
- Identifying the things that must be changed to achieve a goal (2.80)
- Communicating effectively with others in writing as indicated by the needs of the audience (2.60)
- Understanding written sentences and paragraphs in work related documents (2.60)
- Determining when important changes have occurred in a system or are likely to occur (2.60)

Abilities:

- The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem. (4.40)
- The ability to use short bursts of muscle force to propel oneself (as in jumping or sprinting), or to throw an object (4.00)
- The ability to concentrate and not be distracted while performing a task over a period of time (3.80)

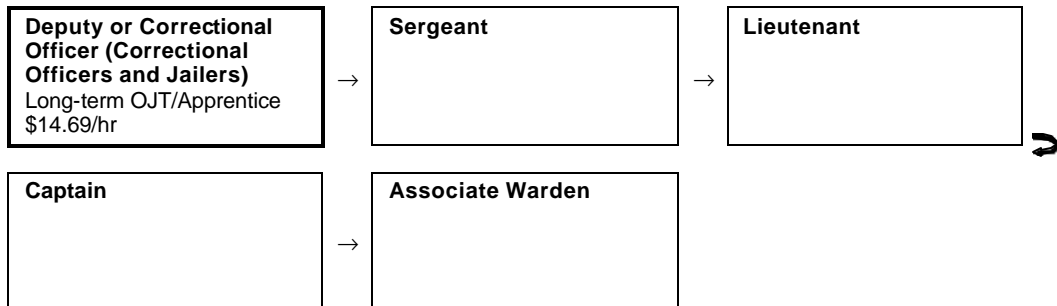
Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 2000: 6 employers surveyed representing 1965 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Career Path: Correction Officers and Jailers



Note: Organization skills and higher education may be important for career advancement.

Related Occupations Comparison

*(Includes Standard Occupational Classification/O*NET codes)*

Criminal Investigators and Special Agents ([33-3021.03](#))

Immigration and Customs Inspectors ([33-3021.05](#))

Police Detectives ([33-3021.01](#))

Fire Inspectors ([33-2021.01](#))

Fire Investigators ([33-2021.02](#))

Transit and Railroad Police ([33-3052.00](#))

Correctional Officers and Jailers ([33-3012.00](#))

Sheriffs and Deputy Sheriffs ([33-3051.03](#))

Bailiffs ([33-3011.00](#))

Private Detectives and Investigators ([33-9021.00](#))

Security Guards ([33-9032.00](#))

Education

Work Experience

Work Experience

Work Experience

Work Experience/Apprentice

Work Experience/Apprentice

Moderate-term OJT

Long-term OJT/Apprentice

Long-term OJT

Moderate-term OJT

Moderate-term OJT/Apprentice

Short-term OJT/Apprentice

Wage

\$26.48/hr

\$26.48/hr

\$21.20/hr

\$20.56/hr

\$20.56/hr

\$19.49/hr

\$14.69/hr

\$14.64/hr

\$12.38/hr

\$12.17/hr

\$8.61/hr

U.S. Department of Labor Sources:

*O*NET Database, version 3.0 (most closely related occupations)*

Bureau of Labor Statistics' Projections of Employment

Bureau of Labor Statistics' Occupational Employment Statistics Programs (1998 National Wages)

INTRODUCING: Bruce Thompson

What is your job title?

Deputy Sheriff.

What type of work do you do?

I supervise the custody of inmates. I also search them when they come in and look for contraband and weapons. There are times where I'm acting as sergeant, which means that I supervise and make sure that the books are correct upon release.

What are the things that attracted you to this type of work?

Partially, it's the pay. They have great benefits and I have always had a desire to want to help people.

What are the tasks that you perform at work?

You have to have the ability to be able to talk with people. If you don't have the ability, or can't at some point learn to have the ability to talk to people, you won't be successful in this line of work.

If you were starting over to be a correctional officer, knowing what you know now, how would you better prepare yourself?

Anything that would have sharpened my ability to communicate. Now though, I have an advantage as far as having the ability to talk to people because I have much more life experience than most.

What keeps you wanting to do this type of work?

I have a lot of fun. I work with a bunch of great people and it's a very team oriented atmosphere. We're always looking out for each other and have each other's back. It's like one big huge family.

What qualities, in your opinion, make a good correctional officer?

Maturity. You have to be mature in this line of work because you deal with people from the ages of eighteen to sixty on up. You can't take things personally here. I deal with many different types of criminals. But you can't take their crimes personally because if you do, it will cloud your judgment.

correctional

Court Clerks

Court clerks perform clerical duties in a court of law; prepare the docket of cases to be called; secure information for judges; and contact witnesses, attorneys, and litigants to obtain information for the court (OES 537020).

Wages and Fringe Benefits

New Hires/Inexp'd:	\$15.58 to \$19.77/hr	Median: \$16.26/hr
New Hires/Exp'd:	\$15.74 to \$19.77/hr	Median: \$17.27/hr
Exp'd/After 3 Years:	\$18.70 to \$23.62/hr	Median: \$19.47/hr

Benefits: EMPLOYER PAID: Many employers provide medical insurance. Of the employers surveyed, all report that they provide sick leave and a vacation. Most provide dental insurance, vision insurance, and a retirement plan. Many also provide life insurance. SHARED COST: Many employers provide medical insurance and life insurance. Some also provide dental insurance, vision insurance, child care benefits, and a retirement plan.

Hours: Almost all jobs are 38-40 hours per week.

Training, Experience, and Other Requirements

License: None

Education: Of the employers surveyed, all report that they require a high school diploma or equivalent for job entry.

Experience: Of the employers surveyed, all report that they do not require prior experience.

Training: Of the employers surveyed, all report that word processing skills are important. Employers generally provide on-the-job training for this occupation, although related training programs are offered by:

College of Marin

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find applicants who meet their hiring standards. This indicates a good outlook for qualified job seekers. Annual turnover is estimated to be very low (less than 10%).

Size of Occupation

Small. There are approximately 85-105 court clerks currently employed in the North Bay Counties. Local surveys indicate about 95% are female. Employers report that all jobs are union.

Employment Trends

Local: The growth rate is projected to be slower than the average for all occupations through the year 2004. Less than 10 job openings are projected per year due to a net increase in occupation size. Less than 10 job openings are projected per year due to separations (workers retiring or leaving the occupation).

Nationwide: Overall employment of court reporters, medical transcriptionists, and stenographers is projected to grow about as fast as the average for all occupations through 2008.

Other Information

Where the Jobs Are: Government agencies. Nationwide, less than 1% are self-employed.

Methods Used to Fill Job Openings: Most employers recruit applicants through newspaper advertisements, fill openings by hiring referrals from the Employment Development Department, and/or through in-house promotion or transfer. Some fill openings by hiring unsolicited applicants. Some also recruit applicants through internet job listings.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of administrative and clerical procedures and systems such as word processing systems, filing and records management systems, stenography and transcription, forms design principles, and other office procedures and terminology (4.33)
- Knowledge of laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process (4.16)
- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar (3.50)

Skills:

- Understanding written sentences and paragraphs in work related documents (3.83)
- Finding ways to structure or classify multiple pieces of information (3.83)
- Listening to what other people are saying and asking questions as appropriate (3.66)
- Knowing how to find information and identifying essential information (3.66)
- Adjusting actions in relation to others' actions (3.50)
- Talking to others to effectively convey information (3.50)
- Communicating effectively with others in writing as indicated by the needs of the audience (3.33)
- Managing one's own time and the time of others (3.16)
- Identifying the nature of problems (3.00)
- Reorganizing information to get a better approach to problems or tasks (2.83)

Abilities:

- The ability to listen to and understand information and ideas presented through spoken words and sentences (4.00)
- The ability to make fast, simple, repeated movements of the fingers, hands, and wrists (4.00)
- The ability to communicate information and ideas in writing so others will understand (4.00)

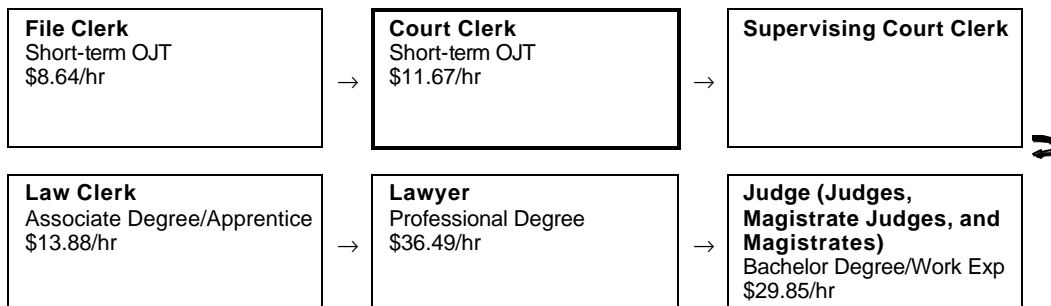
Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 2000: 4 employers surveyed representing 88 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Career Path: Court Clerks



Note: Legal terminology and technical knowledge, as well as organizational skills, may be important for career advancement.

Related Occupations Comparison

(Includes Standard Occupational Classification/O*NET codes)

	Education	Wage
Paralegals and Legal Assistants (23-2011.00)	Associate Degree/Apprentice	\$16.79/hr
Postal Service Clerks (43-5051.00)	Short-term OJT/Apprentice	\$16.22/hr
Title Examiners and Abstractors (23-2093.02)	Moderate-term OJT	\$15.31/hr
Legal Secretaries (43-6012.00)	Vocational Training/Apprentice	\$14.90/hr
Law Clerks (23-2092.00)	Associate Degree/Apprentice	\$13.88/hr
Title Searchers (23-2093.01)	Moderate-term OJT	\$12.49/hr
Insurance Policy Processing Clerks (43-9041.02)	Moderate-term OJT	\$12.02/hr
Insurance Claims Clerks (43-9041.01)	Moderate-term OJT	\$11.95/hr
Court Clerks (43-4031.01)	Short-term OJT	\$11.67/hr
License Clerks (43-4031.03)	Moderate-term OJT	\$11.67/hr

U.S. Department of Labor Sources:

O*NET Database, version 3.0 (most closely related occupations)

Bureau of Labor Statistics' Projections of Employment

Bureau of Labor Statistics' Occupational Employment Statistics Programs (1998 National Wages)

INTRODUCING: Evelyn Pedroia

What is your job title?

I am a Senior Lead Clerk for the Yolo County Superior Court

What kind of work do you do?

I take care of the minutes of the court proceedings, maintain complete and accurate records, maintain a calendar, data input- basically everything that's done in the courtroom. Then I go into a computer and record it there as well. I maintain the files, do jury trials, exhibits for jury trials, etc. I am a judge's right hand.

What are the things that attracted you to this type of work?

I started here 13 years ago and I was interested in law. So I started with the county and was fortunate enough to get a position as legal processor, which is different than courtroom clerk. After two years as a legal processor I became courtroom clerk for the juvenile division.

What kind of things do you do at work (skills)?

I take down everything that happens in court. I answer questions relating to court procedures for the public over the phone. For instance, we get phone calls every day regarding 'when is my next court date?' 'where do I have to be? What department?' I also have attorneys calling with various questions. I help maintain files for each individual for the courts. When we go in, we check for accuracy and make sure documents that are supposed to be in the files are present. That way when the judge gets up on the bench, everything's there for him/her. I have to be accurate, have good spelling, grammar, typing, computer skills, people skills, and vocation skills.

If you were starting over to be a court clerk, knowing what you know now, how would you better prepare yourself?

I don't think I would prepare...again, grammar, communication, basically secretarial skills; we throw that in because the process here is a matter of learning. If you have some legal background that's great. Legal verbiage is very different from any other verbiage. Be open to learning, asking questions, and accepting training.

What keeps you wanting to do this type of work?

I love my job. I love the people that I work with. The job that I do is very important. Literally, not so much me maybe, but the bench; you've got someone's life in your hands. And if your records aren't accurate, it can really mess up somebody's life. I like it because it's very organized. I'm a perfectionist and to me this is a great job.

What qualities make an exceptional court clerk?

Somebody who's very organized. Somebody who's personable and people-oriented. You deal with the public everyday. You need to be able to distinguish issues of confidentiality. You should be very conscious of doing everything that's supposed to be done in a timely manner and as accurately as possible. You should also be very community and people oriented.

Dispatchers - Except Police, Fire, and Ambulance

Dispatchers - except police, fire, and ambulance schedule and dispatch workers, work crews, equipment, or service vehicles for conveyance of materials, freight, or passengers or for normal installation, service, or emergency repairs rendered outside the place of business. Their duties may include use of radio/telephone to transmit assignments and compile statistics and reports on the progress of work (OES 580050).

Wages and Fringe Benefits

New Hires/Inexp'd:	\$5.75 to \$14.30/hr	Median: \$8.95/hr
New Hires/Exp'd:	\$8.00 to \$17.00/hr	Median: \$10.00/hr
Exp'd/After 3 Years:	\$9.21 to \$21.58/hr	Median: \$14.00/hr

Benefits: EMPLOYER PAID: Most employers provide medical insurance. Almost all provide a vacation. Most also provide sick leave. Many provide a retirement plan, dental insurance, and vision insurance. Some provide life insurance. SHARED COST: A few employers provide medical insurance. Some also provide dental and vision insurance.

Hours: Almost all jobs are 40-50 hours per week.

Training, Experience, and Other Requirements

License: None

Education: Of the employers surveyed, all report that they require a high school diploma or equivalent for job entry.

Experience: Almost all employers do not require prior experience.

Training: Employers generally provide on-the-job training for this occupation, although related training programs are offered by:

New Directions Learning Center (Fairfield and Vallejo Branches)

Supply/Demand Assessment

Employers generally report that it is very difficult to find applicants who meet their hiring standards. This indicates a very good outlook for qualified job seekers. Annual turnover is estimated to be moderate (20-29%).

Size of Occupation

Small. There are approximately 570-700 dispatchers currently employed in the North Bay Counties. Local surveys indicate about 40% are female.

Employment Trends

Local: The growth rate is projected to be faster than the average for all occupations through the year 2004. About 20-25 job openings are projected per year due to a net increase in occupation size. About 10-15 job openings are projected per year due to separations (workers retiring or leaving the occupation).

Nationwide: Overall employment of dispatchers is expected to grow about as fast as the average for all occupations through 2008. In addition to job growth, job openings will result from the need to replace those who transfer to other occupations or leave the labor force.

Other Information

Where the Jobs Are: In a wide variety of industries, including transportation, trucking, warehousing, communications, public utilities, and automotive services firms. Nationally, about 2% are self-employed.

Methods Used to Fill Job Openings: Most employers recruit applicants through newspaper advertisements, fill job openings by hiring referrals from employees, and/or through in-house promotion or transfer. Many also fill openings by hiring unsolicited applicants.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems (4.33)
- Knowledge of principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques (4.00)
- Knowledge of principles and methods for moving people or goods by air, rail, sea, or road, including their relative costs, advantages, and limitations (4.00)

Skills:

- Listening to what other people are saying and asking questions as appropriate (4.00)
- Talking to others to effectively convey information (3.83)
- Communicating effectively with others in writing as indicated by the needs of the audience (3.33)
- Adjusting actions in relation to others' actions (3.33)
- Obtaining and seeing to the appropriate use of equipment, facilities, and materials needed to do certain work (3.16)
- Managing one's own time and the time of others (3.16)
- Determining the kind of tools and equipment needed to do a job (3.16)
- Identifying the nature of problems (3.16)
- Understanding written sentences and paragraphs in work related documents (3.16)
- Weighing the relative costs and benefits of a potential action (3.00)

Abilities:

- The ability to communicate information and ideas in speaking so others will understand (3.80)
- The ability to listen to and understand information and ideas presented through spoken words and sentences (3.80)
- The ability to speak clearly so that it is understandable to a listener (3.60)

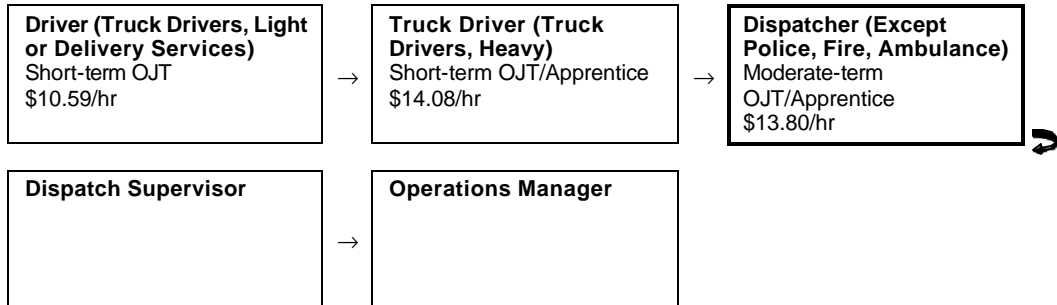
Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 2000: 16 employers surveyed representing 44 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Career Path: Dispatchers - Except Police, Fire, and Ambulance



Note: Communication, customer service, and computer skills may be important for career advancement.

Related Occupations Comparison

(Includes Standard Occupational Classification/O*NET codes)

	Education	Wage
Subway and Streetcar Operators (53-4041.00)	Moderate-term OJT	\$19.83/hr
Licensing Examiners and Inspectors (13-1041.02)	Work Experience	\$19.18/hr
Dispatchers, Except Police, Fire, and Ambulance (43-5032.00)	Moderate-term OJT/Apprentice	\$13.80/hr
Reservation and Transportation Ticket Agents (43-4181.02)	Short-term OJT	\$12.26/hr
Police, Fire, and Ambulance Dispatchers (43-5031.00)	Moderate-term OJT/Apprentice	\$11.97/hr
Procurement Clerks (43-3061.00)	Short-term OJT	\$11.52/hr
Travel Clerks (43-4181.01)	Short-term OJT	\$9.51/hr
Counter and Rental Clerks (41-2021.00)	Short-term OJT	\$7.77/hr
Hotel, Motel, and Resort Desk Clerks (43-4081.00)	Short-term OJT	\$7.53/hr

U.S. Department of Labor Sources:

O*NET Database, version 3.0 (most closely related occupations)

Bureau of Labor Statistics' Projections of Employment

Bureau of Labor Statistics' Occupational Employment Statistics Programs (1998 National Wages)

INTRODUCING: Beth Lewis

What is your job title?

My job title is Communications Dispatcher

What kind of work do you do?

I keep up with drivers on the road and make sure they're running on time. If they have cancels, I have to radio them out to them (the drivers) so they don't go to that address. I schedule their lunches and breaks, and if there are any accidents, I take care of those, too. When drivers call in sick, I have to cover their routes by passing off all those people to different rides. On top of that we have busses breakdown and I have to take care of that.

What are the things that attracted you to this type of work?

I don't know, I just didn't know there was that many handicapped people in Sacramento when I started to work. It's rewarding because you get to help people who otherwise couldn't leave home for anything. We take people to doctor's appointments, hair appointments, dialysis...it's really rewarding.

What kind of things do you do at work (skills)?

We communicate with the highway patrol and any other agency that deals with handicapped people or has busses that could help us out of a jam. I talk with all of the passengers that we pick up because I have to verify their pick-up times will be and make sure the address is correct. When I get to work around 4:20 AM, people call in for their times. Sometimes I call taxis for people because the bus broke down, is running late, or we didn't have capacity for them on the regular bus.

If you were starting over to be a dispatcher, knowing what you know now, how would you better prepare yourself?

I would get more computer skills. We also have what they call the MDCs inside the busses. These drivers don't have to call me on the radio. I just type in things to them and they can look on their MDCs. I can look on the MDC screen and see where they are. We only have them in 10 busses right now, but eventually they're going put them in all the busses. It's just amazing.

What keeps you wanting to do this type of work?

I'm old enough to retire because I'm 71, but there's nothing for me to do. My husband was killed in Vietnam and all of my children are grown. I don't want to just stop and sit at home or baby-sit my great-grandchildren when I can be helping others.

What qualities make an exceptional Dispatcher?

Dedication. You have to like people and be able to understand them. People are shut in sometimes. I have to try to get off the phone cause they want to talk, but they don't have anyone to talk to. You have to have a lot of patience, and you have to feel empathy for people. "What if I was in this situation?" "What if I had to go to dialysis and I couldn't get a ride?" You also have to reign in your emotions and try to be fair to everyone.

Electrical and Electronic Engineering Technicians and Technologists

Electrical and electronic engineering technicians and technologists apply electrical and electronic theory and related knowledge to design, build, test, repair, and modify developmental, experimental, or production electrical equipment in industrial or commercial plants for subsequent use by engineering personnel in making engineering design and evaluation decisions. Does not include workers who only repair electronic equipment (OES 225050).

Wages and Fringe Benefits

New Hires/Inexp'd:	\$7.19 to \$19.18/hr	Median: \$15.00/hr
New Hires/Exp'd:	\$5.75 to \$31.16/hr	Median: \$13.58/hr
Exp'd/After 3 Years:	\$8.63 to \$31.16/hr	Median: \$19.59/hr

Benefits: EMPLOYER PAID: Many employers provide a vacation. Some also provide sick leave and a retirement plan. SHARED COST: Some employers provide medical insurance and dental insurance.

Hours: Of the employers surveyed, all report that jobs are 40-60 hours per week.

Training, Experience, and Other Requirements

License: None

Education: Almost all employers require a high school diploma or equivalent for job entry. A few require an associate degree.

Experience: Many employers do not require prior experience. Many others require 1-3 years of prior experience.

Training: Many employers report that spreadsheet skills are important. Refer to the training directory for information on related programs offered by:

College of Marin; Napa Valley College; Pacific Union College; Santa Rosa Junior College

Supply/Demand Assessment

Employers generally report that it is very difficult to find applicants who meet their hiring standards. This indicates a very good outlook for qualified job seekers. Annual turnover is estimated to be low (10-19%).

Size of Occupation

Medium. There are approximately 835-1,025 electrical and electronic engineering technicians and technologists currently employed in the North Bay Counties. Local surveys indicate about 5% are female.

Employment Trends

Local: The growth rate is projected to be slower than the average for all occupations through the year 2004. About 20-25 job openings are projected per year due to a net increase in occupation size. About 20-25 job openings are projected per year due to separations (workers retiring or leaving the occupation).

Nationwide: Overall employment of engineering technicians is expected to increase about as fast as the average for all occupations through 2008. As production of technical products continues to grow, competitive pressures will force companies to improve and update manufacturing facilities and product designs more rapidly than in the past.

Other Information

Where the Jobs Are: Manufacturers and designers of electrical/electronic equipment and parts. Nationwide, about 1% are self-employed.

Methods Used to Fill Job Openings: Most employers fill openings by hiring unsolicited applicants. Many recruit applicants through newspaper advertisements. Many also fill openings by hiring referrals from employees and/or colleges and universities. Some fill openings through in-house promotion or transfer.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of equipment, tools, mechanical devices, and their uses to produce motion, light, power, technology, and other applications (4.66)
- Knowledge of numbers, their operations, and interrelationships including arithmetic, algebra, geometry, calculus, statistics, and their applications (4.50)
- Knowledge of design techniques, principles, tools and instruments involved in the production and use of precision technical plans, blueprints, drawings, and models (4.33)

Skills:

- Generating or adapting equipment and technology to serve user needs (4.00)
- Knowing how to find information and identifying essential information (3.83)
- Determining what is causing an operating error and deciding what to do about it (3.83)
- Working with new material or information to grasp its implications (3.66)
- Identifying the nature of problems (3.66)
- Communicating effectively with others in writing as indicated by the needs of the audience (3.50)
- Using logic and analysis to identify the strengths and weaknesses of different approaches (3.50)
- Observing and evaluating the outcomes of a problem solution to identify lessons learned or redirect efforts (3.50)

Abilities:

- The ability to read and understand information and ideas presented in writing (4.00)
- The ability to listen to and understand information and ideas presented through spoken words and sentences (3.80)
- The ability to apply general rules to specific problems to come up with logical answers. It involves deciding if an answer makes sense. (3.40)

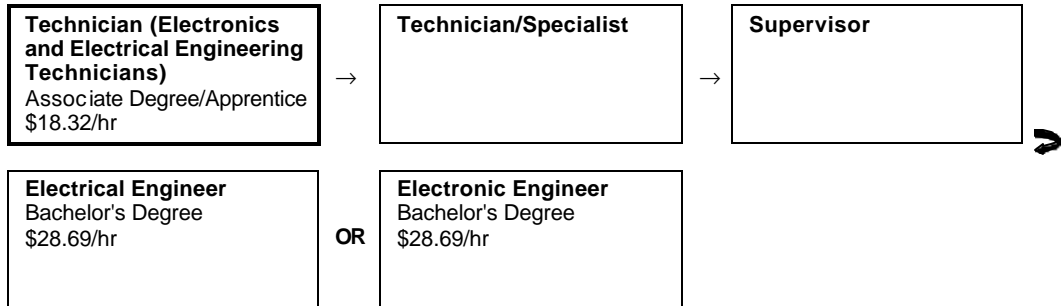
Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 2000: 6 employers surveyed representing 22 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Career Path: Electrical and Electronic Engineering Technicians and Technologists



Note: Interpersonal and communication skills may be important for career advancement.

Related Occupations Comparison

(Includes Standard Occupational Classification/O*NET codes)

Marine Architects ([17-2121.02](#))

Mechanical Engineers ([17-2141.00](#))

Electronics Engineering Technicians ([17-3023.01](#))

Calibration and Instrumentation Technicians ([17-3023.02](#))

Electrical Engineering Technicians ([17-3023.03](#))

Civil Engineering Technicians ([17-3022.00](#))

Electrical and Electronics Repairers, Commercial and Industrial Equipment ([49-2094.00](#))

Electronic Drafters ([17-3012.01](#))

Electrical Drafters ([17-3012.02](#))

Surveying Technicians ([17-3031.01](#))

Education

Bachelor's Degree

Bachelor's Degree

Associate Degree/Apprentice

Associate Degree/Apprentice

Associate Degree/Apprentice

Associate Degree

Vocational Training/Apprentice

Vocational Training/Apprentice

Vocational Training/Apprentice

Vocational Training/Apprentice

Wage

\$29.89/hr

\$26.23/hr

\$18.32/hr

\$18.32/hr

\$18.32/hr

\$17.34/hr

\$17.21/hr

\$16.60/hr

\$16.60/hr

\$13.68/hr

U.S. Department of Labor Sources:

O*NET Database, version 3.0 (most closely related occupations)

Bureau of Labor Statistics' Projections of Employment

Bureau of Labor Statistics' Occupational Employment Statistics Programs (1998 National Wages)

INTRODUCING: Dominique Centrezs

What is your job title?

My job title is System Engineer Technician

What kind of work do you do?

It varies. I do many things like security systems, lock safety systems, fixing TVs, data communications, and computers.

What are the things that attracted you to this type of work?

My mother, she was a computer scientist. I looked into that field but I really didn't care for computer science, so I looked into electrical engineering and that was something I enjoyed. My father was an engineer.

What kind of things do you do at work (skills)?

Sometimes I design, sometimes I troubleshoot. Other times I just go over the process of what needs to be done to maintain a system with a client. I have to remember and know all about different types of electrical systems. Like a 7200- that's a light safety system. I have to know what its capabilities are and what problems typically occur with it. If there's a problem, I have to be able to go and troubleshoot it and locate where we're having a grid problem. I also have to know how to install these systems.

If you were starting over to be an engineering technician, knowing what you know now, how would you better prepare yourself?

I wouldn't have spent a year and a half in the office. It's too cluttered. You can't get anything done because there's too much paperwork.

What keeps you wanting to do this type of work?

Because the electronics industry will continue to change, day in and day out. You don't ever work on the same system, and I never go to the same place. I always get to go to different locations. There may be days when I'm at Cisco systems; there might be another day where I'm at Intel or Microsoft. I don't have to be confined to one office.

What qualities make an exceptional engineering technician?

Being able to get along with the clients, knowing your equipment, and being able to repair anything. You also need to love your job and have the ability to make decisions and think quickly on your feet. A good engineering tech will also be constantly learning. Most of what you learn in this field doesn't come from reading books in a class. It comes from experiencing different situations while you're on the job.

Electricians

Electricians install, maintain, and repair wiring, electrical equipment, and fixtures. They insure that work is in accordance with relevant codes. They may read blueprints. Includes protective signal installers and repairers and street light servicers (OES 872020).

Wages and Fringe Benefits

UNION:

New Hires/Inexp'd:	Insufficient Data	
New Hires/Exp'd:	\$11.80 to \$29.10/hr	Median: \$23.97/hr
Exp'd/After 3 Years:	\$23.97 to \$31.00/hr	Median: \$29.75/hr

Hourly wages for union Electricians are \$10.41 (inside wireman) for entry-level apprentices, and \$29.75 (inside wireman) for journey-level. Source: Local 180

NON-UNION:

New Hires/Inexp'd:	Insufficient Data	
New Hires/Exp'd:	\$10.00 to \$22.00/hr	Median: \$19.36/hr
Exp'd/After 3 Years:	\$15.00 to \$28.77/hr	Median: \$23.50/hr

Benefits: EMPLOYER PAID: Most employers provide medical insurance and other benefits, including a vacation and vision insurance. Many also provide dental insurance and sick leave. Some provide a retirement plan. SHARED COST: Some employers provide a retirement plan.

Hours: Almost all jobs are 40 hours per week.

Training, Experience, and Other Requirements

License: Not required, except for individuals who want to be licensed as electrical contractors; contact the Contractors State License Board at 916-255-3900 for licensing information.

Education: Many employers require a high school diploma or equivalent for job entry. Some are willing to accept less than a high school level education.

Experience: Almost all employers require 6-72 months of prior experience. Some are willing to accept training as a substitute for experience.

Training: Some employers report that word processing and spreadsheet skills are important. Apprenticeship training takes about 4-5 years to complete and to achieve journey-level status. Refer to the training directory for information on related programs offered by:

Napa Valley Adult School; Redwood Empire Electrical JATC

Supply/Demand Assessment

Employers generally report that it is very difficult to find applicants who meet their hiring standards. This indicates a very good outlook for qualified job seekers. Annual turnover is estimated to be moderate (20-29%).

Size of Occupation

Large. There are approximately 2,290-2,795 electricians currently employed in the North Bay Counties. Local surveys indicate less than 5% are female. Many jobs are union.

Employment Trends

Local: The growth rate is projected to be the same as the average for all occupations through the year 2004. About 70-85 job openings are projected per year due to a net increase in occupation size. About 45-55 job openings are projected per year due to separations (workers retiring or leaving the occupation).

Nationwide: Employment of electricians is expected to increase about as fast as the average for all occupations through the year 2008.

Other Information

Where the Jobs Are: Electrical contractors and large organizations. Nationally, about 8% are self-employed.

Methods Used to Fill Job Openings: Most employers fill job openings by hiring referrals from employees. Many recruit applicants through newspaper advertisements. Many also fill openings by hiring union referrals and/or unsolicited applicants. Some recruit applicants through internet job listings.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of design techniques, principles, tools and instruments involved in the production and use of precision technical plans, blueprints, drawings, and models (4.80)
- Knowledge of equipment, tools, mechanical devices, and their uses to produce motion, light, power, technology, and other applications (4.80)
- Knowledge of electric circuit boards, processors, chips, and computer hardware and software, including applications and programming (4.60)

Skills:

- Installing equipment, machines, wiring, or programs to meet specifications (4.00)
- Determining what is causing an operating error and deciding what to do about it (4.00)
- Repairing machines or systems using the needed tools (4.00)
- Conducting tests to determine whether equipment, software, or procedures are operating as expected (3.60)
- Determining the kind of tools and equipment needed to do a job (3.60)
- Inspecting and evaluating the quality of products (3.60)
- Performing routine maintenance and determining when and what kind of maintenance is needed (3.60)
- Identifying the nature of problems (3.40)
- Using mathematics to solve problems (3.40)
- Understanding written sentences and paragraphs in work related documents (3.20)

Abilities:

- The ability to quickly make coordinated movements of one hand, a hand together with its arm, or two hands to grasp, manipulate, or assemble objects (4.20)
- The ability to see details of objects at a close range (within a few feet of the observer) (4.00)
- The ability to make precisely coordinated movements of the fingers of one or both hands to grasp, manipulate, or assemble very small objects (4.00)

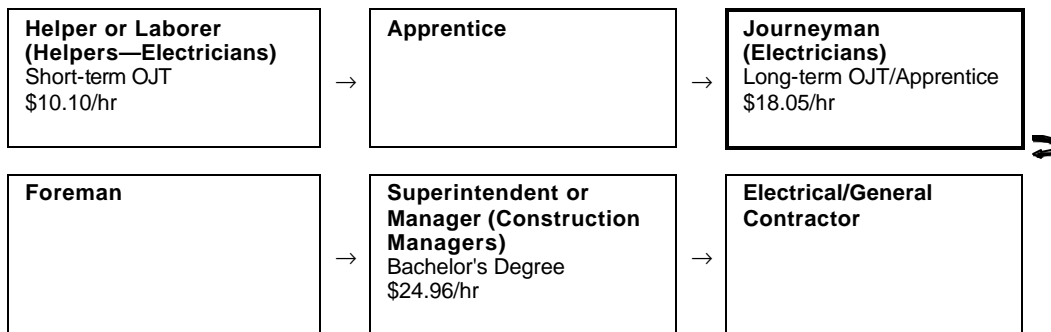
Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 2000: 15 employers surveyed representing 194 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Career Path: Electricians



Note: Interpersonal and leadership skills may be important for career advancement.

Related Occupations Comparison

*(Includes Standard Occupational Classification/O*NET codes)*

Electronics Engineering Technicians ([17-3023.01](#))

Electricians (47-2111.00)

Electrical and Electronics Repairers, Commercial and Industrial Equipment ([49-2094.00](#))

Electronic Drafters ([17-3012.01](#))

Model Makers, Metal and Plastic ([51-4061.00](#))

Avionics Technicians ([49-2091.00](#))

Data Processing Equipment Repairers ([49-2011.02](#))

Electrical and Electronic Equipment Assemblers ([51-2022.00](#))

Education

Wage

Associate Degree/Apprentice \$18.32/hr

Long-term OJT/Apprentice \$18.05/hr

Vocational Training/Apprentice \$17.21/hr

Vocational Training/Apprentice \$16.60/hr

Long-term OJT/Apprentice \$16.53/hr

Vocational Training/Apprentice \$16.20/hr

Vocational Training/Apprentice \$15.15/hr

Work Experience/Apprentice \$9.55/hr

U.S. Department of Labor Sources:

*O*NET Database, version 3.0 (most closely related occupations)*

Bureau of Labor Statistics' Projections of Employment

Bureau of Labor Statistics' Occupational Employment Statistics Programs (1998 National Wages)

INTRODUCING: Cal Mason

What is your job title?

I'm a Journeyman Electrician.

What kind of work do you do?

It's considered as commercial or light industrial work. I'm involved in the wiring of industrial and commercial buildings.

What are the things that attracted you to this type of work?

I've always been intrigued with making things work, whether it's a machine or light a light of some sort. Electricians do most of that type of work, so it's always been a passion of mine.

What kind of things do you do at work (skills)?

The tasks I perform are primarily done with the hands. I bend conduits, provide conduit support, pull the wiring, connect various equipment including lighting, panel boards, transformers, and that sort of thing. We do a lot of remodeling work, or what's considered "new construction."

If you were starting over to be an Electrician, knowing what you know now, how would you better prepare yourself?

Actually to prepare yourself I feel that you need a strong background in math. Early on I probably could have pursued that a little more, but for the most part, my preparation took place in my apprenticeship courses that I enrolled in. They stress technique, but not math.

What keeps you wanting to do this type of work?

Well, I'll tell ya, as most of us would say, it's that we do something different every day. I'm constantly learning things as technology changes and it's very exciting. Just the feeling of being able to accomplish projects from start to finish has been a reward to me, and that keeps me coming back.

What qualities make an exceptional Electrician?

I think a good electrician first and foremost takes pride in his work. Through in and throughout, even the menial tasks of some jobs will be done and done well by a good electrician. I mean, in our trade, everything is done for a purpose and it needs to be done right. You've got to be agile, too, and good with your hands. I've seen a lot of guys come through the program that are not the best mechanics, but with their skills, they've been able to overcome that. Always take pride in your job and work hard. And obviously, as a tradesman, you've got to be able to work with the other trades. You need to be able to converse and interact, to give or take with the other tradesmen, to be very thorough, very careful, and to double check everything. And you should never be afraid to ask; even I could run across a problem I've never seen, and I've been doing this for 15 years now. We're constantly in training.

Food Service Managers

Food service managers plan, organize, direct, control, or coordinate activities of an organization or department that serves food and/or beverages. Includes food and beverage directors (OES 150261).

Wages and Fringe Benefits

New Hires/Inexp'd:	\$8.00 to \$13.64/hr	Median: \$11.33/hr
New Hires/Exp'd:	\$10.00 to \$16.25/hr	Median: \$12.79/hr
Exp'd/After 3 Years:	\$12.64 to \$19.61/hr	Median: \$15.34/hr

Benefits: EMPLOYER PAID: Many employers provide medical insurance. Almost all provide a vacation and sick leave. Many also provide dental and vision insurance. Some provide life insurance. SHARED COST: Many employers provide medical insurance, a retirement plan, and dental insurance. Some also provide vision and life insurance.

Hours: Almost all jobs are 40-50 hours per week.

Training, Experience, and Other Requirements

License: None

Education: Most employers require a high school diploma or equivalent for job entry.

Experience: Many employers do not require prior experience. Many others require 6-24 months of prior experience. Many employers are willing to accept training as a substitute for experience.

Training: Some employers report that spreadsheet skills are important. Refer to the training directory for information on related programs offered by:

Marin County Regional Occupational Program

Supply/Demand Assessment

Employers generally report that it is very difficult to find applicants who meet their hiring standards. This indicates a very good outlook for qualified job seekers. Annual turnover is estimated to be high (30-39%).

Size of Occupation

Large. There are approximately 1,410-1,725 food service managers currently employed in the North Bay Counties. Local surveys indicate about 35% are female.

Employment Trends

Local: The growth rate is projected to be faster than the average for all occupations through the year 2004. About 50-65 job openings are projected per year due to a net increase in occupation size. About 25-30 job openings are projected per year due to separations (workers retiring or leaving the occupation).

Nationwide: Employment of restaurant and food service managers is expected to increase about as fast as the average for all occupations through 2008. In addition to employment growth, the need to replace managers who transfer to other occupations or stop working will create many job openings. Opportunities to fill these openings are expected to be best for those with a bachelor's or associate degree in restaurant and institutional food service management.

Other Information

Where the Jobs Are: Restaurants. Nationally, about 32% of all food service and lodging managers are self-employed.

Methods Used to Fill Job Openings: Almost all employers fill job openings through in-house promotion or transfer and/or by hiring referrals from employees. Some also fill openings by hiring unsolicited applicants and/or recruit applicants through newspaper advertisements.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of principles and processes involved in business and organizational planning, coordination, and execution. This includes strategic planning, resource allocation, manpower modeling, leadership techniques, and production methods (5.00)
- Knowledge of principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques (4.16)
- Knowledge of economic and accounting principles and practices, the financial markets, banking, and the analysis and reporting of financial data (3.50)

Skills:

- Managing one's own time and the time of others (4.33)
- Adjusting actions in relation to others' actions (4.33)
- Identifying the nature of problems (4.16)
- Motivating, developing, and directing people as they work, identifying the best people for the job (4.16)
- Actively looking for ways to help people (3.83)
- Developing approaches for implementing an idea (3.83)
- Talking to others to effectively convey information (3.66)
- Using logic and analysis to identify the strengths and weaknesses of different approaches (3.66)
- Obtaining and seeing to the appropriate use of equipment, facilities, and materials needed to do certain work (3.66)
- Weighing the relative costs and benefits of a potential action (3.50)

Abilities:

- The ability to communicate information and ideas in speaking so others will understand (4.66)
- The ability to listen to and understand information and ideas presented through spoken words and sentences (4.66)
- The ability to see details of objects at a close range (within a few feet of the observer) (4.16)

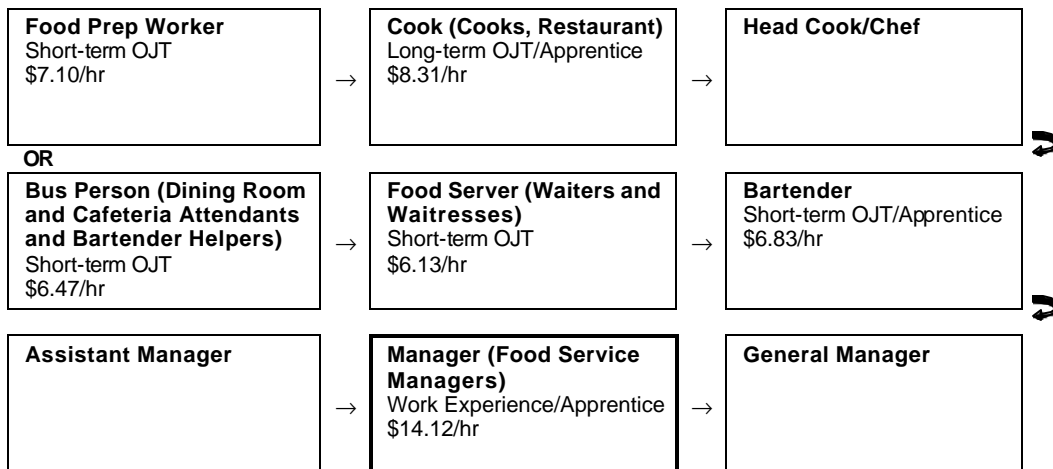
Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 2000: 17 employers surveyed representing 93 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Career Path: Food Service Managers



Note: Problem solving, communication, and organizational skills may be important for career advancement.

Related Occupations Comparison

(Includes Standard Occupational Classification/O*NET codes)

	Education	Wage
Social and Community Service Managers (11-9151.00)	Bachelor's Degree/Work Experience	\$25.54/hr
Medical and Health Services Managers (11-9111.00)	Bachelor's Degree/Work Experience	\$25.17/hr
First-Line Supervisors, Customer Service (43-1011.01)	Work Experience	\$16.34/hr
First-Line Supervisors, Administrative Support (43-1011.02)	Work Experience	\$16.34/hr
Food Service Managers (11-9051.00)	Work Experience/Apprentice	\$14.12/hr
Lodging Managers (11-9081.00)	Work Experience	\$14.12/hr
First-Line Supervisors/Managers of Food Preparation and Serving Workers (35-1012.00)	Work Experience	\$12.71/hr
Recreation Workers (39-9032.00)	Bachelor's Degree	\$9.16/hr

U.S. Department of Labor Sources:

O*NET Database, version 3.0 (most closely related occupations)

Bureau of Labor Statistics' Projections of Employment

Bureau of Labor Statistics' Occupational Employment Statistics Programs (1998 National Wages)

INTRODUCING: Paul Tichy

What is your job title?

I am the Owner and Manager.

What kind of work do you do?

I usually run the kitchen in the back...all the cooking, the hot specials, soups of the day. My wife works in the front assisting the customers. I do many other things, and basically manage the whole place.

What are the things that attracted you to this type of work?

Since I was 14 I wanted to be a chef, so I went to culinary school in Czechoslovakia. After I finished, I came here and started working for hotels and catering companies as a sous chef. However, I was getting sick of being laid off because many people want to hire you for a season, and they don't want to pay the money you're asking for because it's only a temporary position. My wife and I decided to start our own business and now we don't have to deal with that anymore.

What kind of things do you do at work (skills)?

I come here early in the morning to do prep and breakfast cooking. I set up all the soups and chilis, make mochas, and help customers. Then I disappear in the back and start making the soup of the day and the special of the day. If someone calls for catering I take care of that, too. On Fridays, I place supply orders. I also have to supervise people and make sure they follow safety, portion control, and food control. It's my responsibility to make sure everything is safe, follows nutritional guidelines, and adheres to the health codes. Everything is by the book. You just have to be very careful about what you're choosing and everything has to be fresh.

If you were starting over to be a food service manager, knowing what you know now, how would you better prepare yourself?

As I said, I was in the business since I was a little boy and I know a lot about cooking. But business itself is something completely new. Not just the paperwork, but how to provide service and make things appealing. Service is really important if you have a business, and I didn't know as much about that as I could have. We try to greet the people and be social. I believe that comes back in the form of more customers. Basically there's more to this business than just food, and some training or prior experience would have been helpful. Eventually I took some management classes.

What keeps you wanting to do this type of work?

It's our source of income, but more than that, it's our business and you have to take care of it like a little baby. I like that challenge. It's tough, but it's good.

What qualities make an exceptional food service manager?

You have to have a good service. Take care of your customers and just go with the flow.

Graphic Designers

Includes graphic artists.

Graphic designers create original artwork using computer layout and design to visually enhance a product, concept, or message. Graphic designers work closely with project managers in advertising and marketing departments (DOT 141.061-998).

Wages and Fringe Benefits

New Hires/Inexp'd:	\$7.00 to \$15.00/hr	Median: \$11.00/hr
New Hires/Exp'd:	\$9.50 to \$19.18/hr	Median: \$14.03/hr
Exp'd/After 3 Years:	\$10.00 to \$25.00/hr	Median: \$17.00/hr

Surveys indicated that union wages were typically near the mid-point of the range.

Benefits: EMPLOYER PAID: Many employers provide medical insurance. Almost all provide a vacation. Most provide sick leave. Many also provide dental and vision insurance. Some provide life insurance and a retirement plan. SHARED COST: Many employers provide medical and dental insurance. Some also provide vision insurance, a retirement plan, and life insurance.

Hours: Almost all jobs are 35-40 hours per week

Training, Experience, and Other Requirements

License: None

Education: Most employers require a high school diploma or equivalent for job entry. A few require an associate degree. A few others require a bachelor degree.

Experience: Many employers do not require prior experience. Many others require 6-24 months of prior experience. Many employers are willing to accept training as a substitute for experience.

Training: Most employers report that knowledge of PageMaker, QuarkExpress, PhotoShop, and Adobe Illustrator is important. Related programs in graphic design/art and visual communications are available. Refer to the training directory for information on related programs offered by:

Pacific Union College

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find inexperienced but qualified applicants, and very difficult to find qualified applicants with prior experience. This indicates a good outlook for job seekers without prior experience, and a very good outlook for those who are fully experienced. Annual turnover is estimated to be high (30-39%).

Size of Occupation

Small. There are approximately 450-550 graphic designers currently employed in the North Bay Counties. Local surveys indicate about 55% are female. Some jobs are union.

Employment Trends

Local: Insufficient data; however, many employers surveyed expect their employment for this occupation to grow over the next two years.

Nationwide: Employment of visual artists is expected to grow faster than the average for all occupations through the year 2008. Because the visual arts attract many talented people with creative ability, the number of aspiring visual artists continues to grow.

Other Information

Where the Jobs Are: Advertising agencies, graphics design studios, newspapers and publishing companies, large retailers, other large employers and associations, schools and government agencies, television stations, and large or specialized film production companies. Nationally, about 36% of all designers (except interior) are self-employed.

Methods Used to Fill Job Openings: Almost all employers recruit applicants through newspaper advertisements. Many also fill openings by hiring referrals from employees and/or recruit applicants through internet job listings. Some fill openings by hiring referrals from colleges and universities.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of theory and techniques required to produce, compose, and perform works of music, dance, visual arts, drama, and sculpture (5.00)
- Knowledge of media production, communication, and dissemination techniques and methods including alternative ways to inform and entertain via written, oral, and visual media (4.33)
- Knowledge of design techniques, principles, tools and instruments involved in the production and use of precision technical plans, blueprints, drawings, and models (4.16)

Skills:

- Finding ways to structure or classify multiple pieces of information (3.83)
- Controlling operations of equipment or systems (3.83)
- Generating a number of different approaches to problems (3.66)
- Evaluating the likely success of an idea in relation to the demands of the situation (3.50)
- Communicating effectively with others in writing as indicated by the needs of the audience (3.50)
- Understanding written sentences and paragraphs in work related documents (3.50)
- Determining the kind of tools and equipment needed to do a job (3.50)
- Inspecting and evaluating the quality of products (3.50)
- Reorganizing information to get a better approach to problems or tasks (3.33)
- Listening to what other people are saying and asking questions as appropriate (3.16)

Abilities:

- The ability to come up with unusual or clever ideas about a given topic or situation, or to develop creative ways to solve a problem (4.60)
- The ability to come up with a number of ideas about a given topic. It concerns the number of ideas produced and not the quality, correctness, or creativity of the ideas. (4.00)
- The ability to imagine how something will look after it is moved around or when its parts are moved or rearranged (3.80)

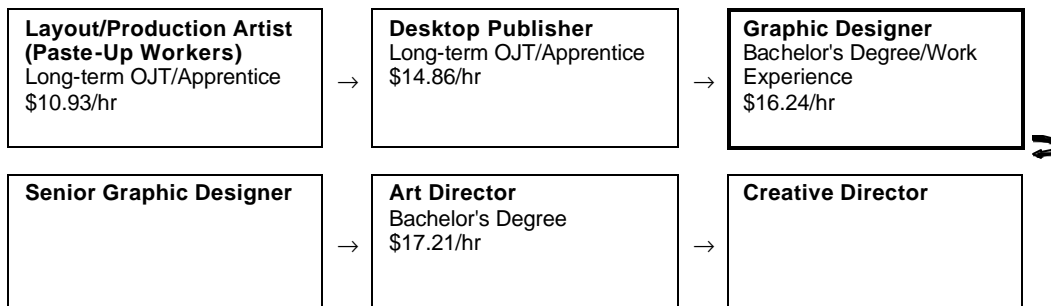
Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 2000: 17 employers surveyed representing 97 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Career Path: Graphic Designers



Note: Strong creative and interpersonal skills may be important for career advancement.

Related Occupations Comparison

(Includes Standard Occupational Classification/O*NET codes)

	Education	Wage
Directors- Stage, Motion Pictures, Television, and Radio (27-2012.02)	Long-term OJT/Apprentice	\$17.79/hr
Interior Designers (27-1025.00)	Bachelor's Degree	\$17.34/hr
Art Directors (27-1011.00)	Bachelor's Degree	\$17.21/hr
Painters and Illustrators (27-1013.01)	Bachelor's Degree/Work Exp	\$17.21/hr
Cartoonists (27-1013.03)	Bachelor's Degree/Work Exp	\$17.21/hr
Commercial and Industrial Designers (27-1021.00)	Bachelor's Degree	\$16.24/hr
Fashion Designers (27-1022.00)	Bachelor's Degree	\$16.24/hr
Graphic Designers (27-1024.00)	Bachelor's Degree/Work Exp	\$16.24/hr
Set Designers (27-1027.01)	Bachelor's Degree	\$16.24/hr
Camera Operators, Television, Video, and Motion Picture (27-4031.00)	Moderate-term OJT/Apprentice	\$13.36/hr
Makeup Artists, Theatrical and Performance (39-5091.00)	Vocational Training	\$8.56/hr

U.S. Department of Labor Sources:

O*NET Database, version 3.0 (most closely related occupations)

Bureau of Labor Statistics' Projections of Employment

Bureau of Labor Statistics' Occupational Employment Statistics Programs (1998 National Wages)

INTRODUCING: Jeff Dayton

What is your job title?

My job title is Owner and Graphic Designer.

What type of work do you do?

I do graphic design and sign painting.

What are the things that attracted you to this type of work?

I've been an artist since I can remember. I've always liked to draw and paint. I also went to art school and became very interested in this type of business since it involves what I've always loved to do.

What are the tasks that you perform at work?

Well, I'm also the owner; so everything from answering phones and bookwork, up to the design process and painting signs or anything related to artwork.

If you were starting over to be a graphic designer, knowing what you know now, how would you better prepare yourself?

I would probably try to get a job working with another firm first before I went out on my own so that I could get a little more experience. It was tough starting out on my own right out of art school so. I might try to get a little more experience with somebody else first.

What keeps you wanting to do this type of work?

It's something that I enjoy. I've always enjoyed art and I could never picture myself doing anything but this, regardless of how stressful it gets sometimes. I absolutely love what I do.

What qualities, in your opinion, make a good graphic designer?

You've got to be motivated and you've got to be artistic, obviously. You must be able to grasp colors in your design and lay out. You have to be able to work with people and move the ideas from their head onto your paper. Overall, the desire to succeed and the desire to create will make you the best graphic designer.

career diary

Hand Packers and Packagers

Includes courtesy clerks.

Hand packers and packagers pack or package by hand a wide variety of products and materials. Does not include workers whose jobs require more than minimum training (OES 989020).

Wages and Fringe Benefits

UNION:

New Hires/Inexp'd:	\$7.00 to \$10.00/hr	Median: \$7.50/hr
New Hires/Exp'd:	\$7.00 to \$10.00/hr	Median: \$7.75/hr
Exp'd/After 3 Years:	\$7.50 to \$10.00/hr	Median: \$9.00/hr

NON-UNION:

New Hires/Inexp'd:	\$5.75 to \$8.25/hr	Median: \$7.00/hr
New Hires/Exp'd:	\$5.75 to \$9.00/hr	Median: \$7.50/hr
Exp'd/After 3 Years:	\$5.75 to \$12.00/hr	Median: \$8.50/hr

Benefits: EMPLOYER PAID: Almost all employers provide medical insurance. Of the employers surveyed, all report that they provide a vacation. Most also provide sick leave, a retirement plan, vision insurance, and dental insurance. Some provide life insurance. SHARED COST: Few employers provide benefits. For part-time employees: Many employers provide medical insurance and other benefits, including dental insurance, vision insurance, sick leave, a vacation, and a retirement plan. Some also provide life insurance.

Hours: Many jobs are 15-33 hours per week. Many other jobs are 36-40 hours per week.

Training, Experience, and Other Requirements

License: None

Education: Almost all employers are willing to accept less than a high school level education for job entry.

Experience: Almost all employers do not require prior experience.

Training: Employers generally provide on-the-job training for this occupation.

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find applicants who meet their hiring standards. This indicates a good outlook for qualified job seekers. Annual turnover is estimated to be very high (40% or more).

Size of Occupation

Very large. There are approximately 3,315-4,050 hand packers and packagers currently employed in the North Bay Counties. Local surveys indicate about 55% are female. Many jobs are union.

Employment Trends

Local: The growth rate is projected to be much faster than the average for all occupations through the year 2004. About 155-190 job openings are projected per year due to a net increase in occupation size. About 85-100 job openings are projected per year due to separations (workers retiring or leaving the occupation).

Nationwide: Employment of handlers, equipment cleaners, helpers, and laborers is expected to grow about as fast as the average for all occupations through the year 2008. Job openings should be numerous because the occupation is very large and turnover is relatively high characteristic of occupations requiring little formal training. Many openings will arise from the need to replace workers who retire, transfer to other occupations, or who leave the labor force for other reasons.

Other Information

Where the Jobs Are: In a variety of industries, including grocery stores, beverage companies, and help supply/employment agencies. Nationwide, less than 1% are self-employed.

Methods Used to Fill Job Openings: Almost all employers fill job openings by hiring unsolicited applicants. Most also fill openings by hiring referrals from employees and/or recruit applicants through newspaper advertisements.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of inputs, outputs, raw materials, waste, quality control, costs, and techniques for maximizing the manufacture and distribution of goods (3.20)

Skills:

- Inspecting and evaluating the quality of products (3.00)
- Controlling operations of equipment or systems (3.00)
- Communicating effectively with others in writing as indicated by the needs of the audience (2.80)
- Understanding written sentences and paragraphs in work related documents (2.60)

Abilities:

- The ability to quickly make coordinated movements of one hand, a hand together with its arm, or two hands to grasp, manipulate, or assemble objects (4.40)
- The ability to correctly follow a given rule or set of rules in order to arrange things or actions in a certain order. The things or actions can include numbers, letters, words, pictures, procedures, sentences, and mathematical or logical operations. (3.40)
- The ability to coordinate movements of two or more limbs together (for example, two arms, two legs, or one leg and one arm) while sitting, standing, or lying down. It does not involve performing the activities while the body is in motion (3.20)

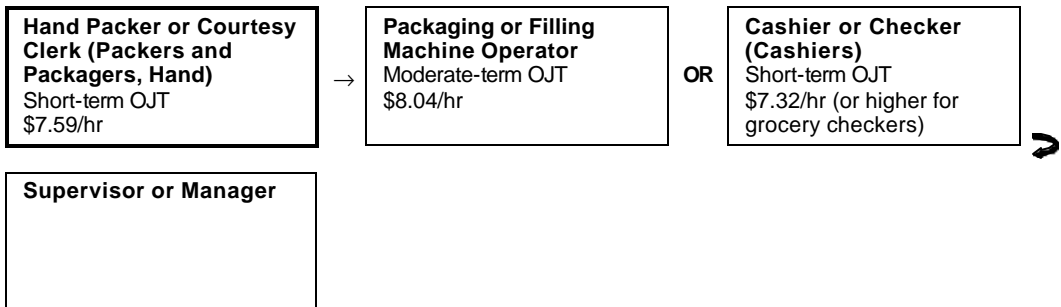
Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 2000: 16 employers surveyed representing 261 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Career Path: Hand Packers and Packagers



Note: Interpersonal and communication skills may be important for career advancement.

Related Occupations Comparison

*(Includes Standard Occupational Classification/O*NET codes)*

Floor Layers, Except Carpet, Wood, and Hard Tiles ([47-2042.00](#))

Embossing Machine Set-Up Operators ([51-5023.07](#))

Electrolytic Plating and Coating Machine Setters and Set-Up Operators, Metal and Plastic ([51-4193.01](#))

Mold Makers, Hand ([51-9195.06](#))

Molding and Casting Workers ([51-9195.07](#))

Packers and Packagers, Hand ([53-7064.00](#))

Graders and Sorters, Agricultural Products ([45-2041.00](#))

Education

Wage

Moderate-term OJT/Apprentice \$15.04/hr

Moderate-term OJT/Apprentice \$13.34/hr

Moderate-term OJT/Apprentice \$10.68/hr

Short-term OJT/Apprentice \$9.85/hr

Short-term OJT/Apprentice \$9.85/hr

Short-term OJT \$7.59/hr

Short-term OJT \$7.10/hr

U.S. Department of Labor Sources:

*O*NET Database, version 3.0 (most closely related occupations)*

Bureau of Labor Statistics' Projections of Employment

Bureau of Labor Statistics' Occupational Employment Statistics Programs (1998 National Wages)

INTRODUCING: Jon Liberti

What is your job title?

Pre-pack or Packer

What kind of work do you do?

I package almonds for shipment.

What are the things that attracted you to this type of work?

Well, I started off as a sorter but didn't like sitting on the belt sorting. They had more physical work like pre-pack where I get to move around and package and handle goods, or sample and check out damaged goods.

What kind of things do you do at work (skills)?

I keep inventory on the packages that run through the line and I make sure that there's a correct count on all the material that runs through. I take out the defective packages and place them in a separate pile. We count those as damaged goods, put them back into the machine, etc. etc. We run this process ALL day, and then we tape them up and ship them out to other countries.

If you were starting over to be a hand packer, knowing what you know now, how would you better prepare yourself?

You can touch up on your math skills. The packages that we get are different every day; you might have plastic packages one day and cans the next. They go by inventory so if you're good at math, then pre-pack's for you. If you're not, maybe you would want to check into something else.

What keeps you wanting to do this type of work?

Well there's a lot to learn with these almonds. There are about 33 varieties so it's hard to learn them all in a week or so. It's learning about the nuts that keeps me going, because I'm always learning something new. I've learned about different damages that can occur, how to identify damage from different insects, different types of almond growth, different packing procedures, and how to work with different varieties of almonds.

What qualities make an exceptional packer?

I'd say being able to work with a lot of people and their attitudes, because people have different attitudes on different days. Going in there with a good attitude is what makes a good packer. You should also have a team-player mentality. See, the better the team's attitude is, the better we all work together and the more production we get. If everyone's "bumping heads" it doesn't look too pretty on the packing floor.

career advice

Heating, Air Conditioning and Refrigeration Mechanics and Installers

Also known as HVAC service technicians.

Heating, air conditioning, and refrigeration mechanics and installers install and repair heating, air conditioning, and refrigeration systems. Their duties may include installation and repair of oil burners, hot-air furnaces, heating stoves, and similar equipment in homes and commercial establishments using hand and pipe threading tools. They may also install and repair cooling and central air conditioning systems. Does not include workers who do only plumbing and pipefitting work (OES 859020).

Wages and Fringe Benefits

New Hires/Inexp'd:	\$8.00 to \$10.59/hr	Median: \$9.30/hr
New Hires/Exp'd:	\$8.00 to \$20.00/hr	Median: \$13.50/hr
Exp'd/After 3 Years:	\$13.00 to \$25.00/hr	Median: \$20.00/hr

Surveys indicated that union wages were typically at the top end of the range.

Benefits: EMPLOYER PAID: Most employers provide medical insurance and a vacation. Many also provide dental insurance. Some provide sick leave. A few provide vision insurance. SHARED COST: A few employers provide medical insurance. Some also provide a retirement plan.

Hours: Almost all jobs are 40-50 hours per week.

Training, Experience, and Other Requirements

License: None

Education: Most employers require a high school diploma or equivalent for job entry. Some are willing to accept less than a high school level education.

Experience: Most employers do not require prior experience.

Training: Employers generally provide on-the-job training for this occupation, although related training programs are offered by:

Napa Valley Adult School; Sheet Metal Training School Local 104; Solano County Regional Occupational Program; Trane Specialty A/C

Supply/Demand Assessment

Employers generally report that it is very difficult to find applicants who meet their hiring standards. This indicates a very good outlook for qualified job seekers. Annual turnover is estimated to be low (10-19%).

Size of Occupation

Small. There are approximately 325-395 HVAC service technicians currently employed in the North Bay Counties. Local surveys indicate less than 5% are female. Many jobs are union.

Employment Trends

Local: The growth rate is projected to be faster than the average for all occupations through the year 2004. About 10-15 job openings are projected per year due to a net increase in occupation size. Less than 10 job openings are projected per year due to separations (workers retiring or leaving the occupation).

Nationwide: Employment of heating, air-conditioning, and refrigeration mechanics and installers is expected to increase about as fast as the average for all occupations through the year 2008.

Other Information

Where the Jobs Are: Plumbing, heating, and air conditioning firms. Nationally, about 13% are self-employed.

Methods Used to Fill Job Openings: Most employers fill job openings by hiring referrals from employees and/or recruit applicants through newspaper advertisements. Some fill job openings by hiring unsolicited applicants.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of machines and tools, including their designs, uses, benefits, repair, and maintenance (4.83)
- Knowledge of design techniques, principles, tools and instruments involved in the production and use of precision technical plans, blueprints, drawings, and models (3.66)
- Knowledge of materials, methods, and the appropriate tools to construct objects, structures, and buildings (3.50)

Skills:

- Determining what is causing an operating error and deciding what to do about it (4.66)
- Installing equipment, machines, wiring, or programs to meet specifications (4.66)
- Repairing machines or systems using the needed tools (4.50)
- Conducting tests to determine whether equipment, software, or procedures are operating as expected (4.00)
- Determining the kind of tools and equipment needed to do a job (3.83)
- Performing routine maintenance and determining when and what kind of maintenance is needed (3.83)
- Identifying the nature of problems (3.66)
- Inspecting and evaluating the quality of products (3.50)
- Using logic and analysis to identify the strengths and weaknesses of different approaches (3.16)
- Generating or adapting equipment and technology to serve user needs (3.00)

Abilities:

- The ability to apply general rules to specific problems to come up with logical answers. It involves deciding if an answer makes sense. (3.80)
- The ability to keep the hand and arm steady while making an arm movement or while holding the arm and hand in one position (3.40)
- The ability to quickly make coordinated movements of one hand, a hand together with its arm, or two hands to grasp, manipulate, or assemble objects (3.40)

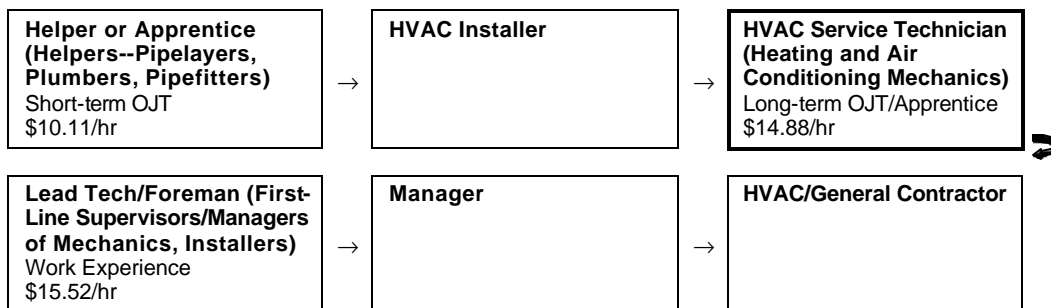
Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 2000: 16 employers surveyed representing 150 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Career Path: Heating, Air Conditioning, and Refrigeration Mechanics and Installers



Note: Organizational and leadership skills may be important for career advancement.

Related Occupations Comparison

(Includes Standard Occupational Classification/O*NET codes)

Meter Mechanics ([49-9012.03](#))

Home Appliance Installers ([49-9031.01](#))

Heating and Air Conditioning Mechanics ([49-9021.01](#))

Refrigeration Mechanics ([49-9021.02](#))

Electrical Parts Reconditioners ([49-2092.05](#))

Locksmiths and Safe Repairers ([49-9094.00](#))

Electric Home Appliance and Power Tool Repairers ([49-2092.01](#))

Motorcycle Mechanics ([49-3052.00](#))

Motorboat Mechanics ([49-3051.00](#))

Outdoor Power Equipment and Other Small Engine Mechanics ([49-3053.00](#))

Education

Long-term OJT/Apprentice

Long-term OJT

Long-term OJT/Apprentice \$14.88/hr

Long-term OJT/Apprentice \$14.88/hr

Vocational Training \$13.94/hr

Moderate-term OJT/Apprentice \$12.81/hr

Long-term OJT/Apprentice \$12.47/hr

Long-term OJT/Apprentice \$11.90/hr

Long-term OJT/Apprentice \$10.82/hr

Long-term OJT/Apprentice \$10.82/hr

Wage

\$16.92/hr

\$15.93/hr

\$14.88/hr

\$14.88/hr

\$13.94/hr

\$12.81/hr

\$12.47/hr

\$11.90/hr

\$10.82/hr

\$10.82/hr

U.S. Department of Labor Sources:

O*NET Database, version 3.0 (most closely related occupations)

Bureau of Labor Statistics' Projections of Employment

Bureau of Labor Statistics' Occupational Employment Statistics Programs (1998 National Wages)

INTRODUCING: Andrew Josch

What is your job title?

I'm an HVAC Engineer.

What kind of work do you do?

I service heating and cooling equipment. I test it, make sure it works, and if there's any problem, I fix it.

What are the things that attracted you to this type of work?

I like engineering. I was a heating engineer for a long time until I switched sides of the company and became refrigeration. It just seemed more interesting. Heating and refrigeration are connected, but they're separate as well. Most refrigeration engineers don't do heating. They just do one or the other. However, there are a few of us that do both.

What kind of things do you do at work (skills)?

I fault find the equipment if it doesn't work. I'll strip down compressors, re-build them on-site, change filters if need be on the air-conditioning equipment, and do other general service tasks. I do a general check on all the system equipment, and make sure it's running. I also test the oil and make sure everything's tight. That's basically what I do.

If you were starting over to be an HVAC mechanic, knowing what you know now, how would you better prepare yourself?

I would try and learn as much about mechanical things as possible. I would study more about pulling things apart, how they go together, and I'd learn basic electronics. There are an awful lot of electronics involved in HVAC.

What keeps you wanting to do this type of work?

I love the challenge; it's fun and always different. I like faultfinding because it's interesting and it keeps my brain going. The industry is also fast paced and there's always so much new equipment coming out on the market. There's also a lot of variety as far as the work goes; one minute you could be working in an office building on a little tiny split refrigeration unit, the next day you could be working in a warehouse on a ten-ton chiller. It's very different each day and I enjoy that challenge.

What qualities make an exceptional HVAC mechanic?

Somebody who can fault find but not jump straight in; they consider the problem and think it through before actually pulling things apart; somebody who takes his or her time and doesn't rush it; somebody without the 'bull in a china shop' mentality. You just take your time and exercise temperance. That's basically what would make a good engineer. And an exceptional engineer would enjoy the challenge of it all!

Hotel Desk Clerks

Also known as front desk agents and guest services agents.

Hotel desk clerks accommodate hotel patrons by registering and assigning rooms to guests, issuing room keys, transmitting and receiving messages, keeping records of rooms occupied and guests' accounts, making and confirming reservations, and presenting statements to and collecting payments from departing guests (OES 538080).

Wages and Fringe Benefits

New Hires/Inexp'd:	\$6.00 to \$11.00/hr	Median: \$8.00/hr
New Hires/Exp'd:	\$6.00 to \$12.00/hr	Median: \$9.00/hr
Exp'd/After 3 Years:	\$8.00 to \$15.00/hr	Median: \$11.00/hr

Benefits: EMPLOYER PAID: Some employers provide medical insurance. Of the employers surveyed, all report that they provide a vacation. Many provide sick leave. Some also provide life insurance, vision insurance, and dental insurance. SHARED COST: Most employers provide medical insurance and a retirement plan. Many also provide dental insurance and vision insurance. Some provide life insurance. For part-time employees: Few employers provide benefits.

Hours: Most jobs are 40 hours per week. Some jobs are 20-30 hours per week.

Training, Experience, and Other Requirements

License: None

Education: Almost all employers require a high school diploma or equivalent for job entry.

Experience: Almost all employers do not require prior experience.

Training: Some employers report that word processing skills are important. Employers generally provide on-the-job training for this occupation, although related training programs are offered by:

Santa Rosa Junior College

Supply/Demand Assessment

Employers generally report that it is very difficult to find applicants who meet their hiring standards. This indicates a very good outlook for qualified job seekers. Annual turnover is estimated to be very high (40% or more).

Size of Occupation

Small. There are approximately 565-695 hotel desk clerks currently employed in the North Bay Counties. Local surveys indicate about 70% are female.

Employment Trends

Local: The growth rate is projected to be faster than the average for all occupations through the year 2004. About 20-25 job openings are projected per year due to a net increase in occupation size. About 25-30 job openings are projected per year due to separations (workers retiring or leaving the occupation).

Nationwide: Employment of hotel, motel, and resort desk clerks is expected to grow about as fast as the average for all occupations through 2008, as more hotels, motels, and other lodging establishments are built and occupancy rates rise. Job opportunities for hotel and motel desk clerks will result from an unusually high turnover rate.

Other Information

Where the Jobs Are: Hotels and motels. Nationwide, less than 1% are self-employed.

Methods Used to Fill Job Openings: Most employers recruit applicants through newspaper advertisements and/or fill openings by hiring referrals from employees. Some fill openings by hiring referrals from schools and training programs. Some also fill openings through in-house promotion or transfer and/or by hiring unsolicited applicants.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques (4.16)
- Knowledge of administrative and clerical procedures and systems such as word processing systems, filing and records management systems, stenography and transcription, forms design principles, and other office procedures and terminology (3.50)
- Knowledge of electric circuit boards, processors, chips, and computer hardware and software, including applications and programming (3.16)

Skills:

- Actively looking for ways to help people (4.33)
- Talking to others to effectively convey information (3.83)
- Listening to what other people are saying and asking questions as appropriate (3.50)
- Using mathematics to solve problems (3.33)
- Adjusting actions in relation to others' actions (3.33)
- Communicating effectively with others in writing as indicated by the needs of the audience (3.16)
- Being aware of others' reactions and understanding why they react the way they do (3.00)
- Identifying the nature of problems (3.00)
- Knowing how to find information and identifying essential information (3.00)
- Understanding written sentences and paragraphs in work related documents (2.83)

Abilities:

- The ability to communicate information and ideas in speaking so others will understand (4.60)
- The ability to listen to and understand information and ideas presented through spoken words and sentences (4.00)
- The ability to speak clearly so that it is understandable to a listener (3.20)

Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 2000: 16 employers surveyed representing 126 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Career Path: Hotel Desk Clerks



Note: Interpersonal and customer service skills may be important for career advancement.

Related Occupations Comparison

(Includes Standard Occupational Classification/O*NET codes)

Central Office Operators ([43-2021.02](#))

License Clerks ([43-4031.03](#))

Travel Clerks ([43-4181.01](#))

Receptionists and Information Clerks ([43-4171.00](#))

Counter and Rental Clerks ([41-2021.00](#))

Hotel, Motel, and Resort Desk Clerks ([43-4081.00](#))

Food Servers, Nonrestaurant ([35-3041.00](#))

Counter Attendants, Cafeteria, Food Concession, and Coffee Shop ([35-3022.00](#))

Ushers, Lobby Attendants, and Ticket Takers ([39-3031.00](#))

Education	Wage
Moderate-term OJT	\$12.60/hr
Moderate-term OJT	\$11.39/hr
Short-term OJT	\$9.51/hr
Short-term OJT	\$9.26/hr
Short-term OJT	\$7.77/hr
Short-term OJT	\$7.53/hr
Short-term OJT	\$7.51/hr
Short-term OJT	\$6.59/hr
Short-term OJT	\$6.47/hr

U.S. Department of Labor Sources:

O*NET Database, version 3.0 (most closely related occupations)

Bureau of Labor Statistics' Projections of Employment

Bureau of Labor Statistics' Occupational Employment Statistics Programs (1998 National Wages)

INTRODUCING: Aimee Jensen

What is your job title?

I am a Front Desk Clerk.

What type of work do you do?

I check guests in and out of the hotel. I answer telephones and take reservations. I'm also the night auditor, so I do the daily paper work. I also set up breakfasts and other accommodations.

What are the things that attracted you to this type of work?

Hotels are very nice and the shifts are very flexible as to when I could work.

If you were starting over to be a motel desk clerk, knowing what you know now, how would you better prepare yourself?

I don't think I would do anything different.

What keeps you wanting to do this type of work?

Well again, it's flexible and works around my school schedule. My superiors respect me and I get paid decently. I also get good hours.

What qualities, in your opinion, make a good motel desk clerk?

I would say patience, being able to interact with the public, efficiency, and definitely being able to handle multiple tasks simultaneously.

career-aid.com

Industrial Truck and Tractor Operators

Also known as forklift operators.

Industrial truck and tractor operators operate gasoline or electric powered industrial trucks or tractors equipped with forklift, elevated platform, or trailer hitch to move materials within an establishment, warehouse, storage yard, factory, or at a construction site. Does not include logging tractor operators (OES 979470).

Wages and Fringe Benefits

New Hires/Inexp'd:	\$7.00 to \$10.00/hr	Median: \$9.25/hr
New Hires/Exp'd:	\$7.25 to \$12.00/hr	Median: \$11.00/hr
Exp'd/After 3 Years:	\$8.00 to \$19.00/hr	Median: \$14.00/hr

Benefits: EMPLOYER PAID: Many employers provide medical insurance. Almost all provide a vacation. Most provide sick leave. Many also provide a retirement plan. Some provide dental, vision, and life insurance. SHARED COST: Many employers provide medical insurance. Most provide dental insurance. Many also provide a retirement plan, life insurance, and vision insurance.

Hours: Almost all jobs are 40-55 hours per week.

Training, Experience, and Other Requirements

License: None

Education: Most employers are willing to accept less than a high school level education for job entry. Some require a high school diploma or equivalent.

Experience: Almost all employers do not require prior experience.

Training: Employers generally provide on-the-job training for this occupation, although related training programs are offered by:

Falcon Truck School; Solano County Regional Occupational Program

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find applicants who meet their hiring standards. This indicates a good outlook for qualified job seekers. Annual turnover is estimated to be low (10-19%).

Size of Occupation

Medium. There are approximately 780-950 industrial truck and tractor operators currently employed in the North Bay Counties. Local surveys indicate about 25% are female.

Employment Trends

Local: The growth rate is projected to be faster than the average for all occupations through the year 2004. About 25-30 job openings are projected per year due to a net increase in occupation size. About 10-15 job openings are projected per year due to separations (workers retiring or leaving the occupation).

Nationwide: Employment of material moving equipment operators will increase slower than the average for all occupations through 2008. The expected growth stems from an expanding economy and increased spending on the Nation's infrastructure of highways, bridges, and dams. However, equipment improvements, including the growing automation of material handling in factories and warehouses, continue to raise productivity and moderate the demand for skilled operators.

Other Information

Where the Jobs Are: Wholesalers and manufacturers, trucking and warehousing, food processing, and personnel supply services. Nationwide, less than 1% are self-employed.

Methods Used to Fill Job Openings: Almost all employers recruit applicants through newspaper advertisements. Most also fill openings by hiring referrals from employees and/or by hiring unsolicited applicants. Some fill openings through in-house promotion or transfer and/or by hiring referrals from the Employment Development Department.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of principles and methods for moving people or goods by air, rail, sea, or road, including their relative costs, advantages, and limitations (4.00)
- Knowledge of machines and tools, including their designs, uses, benefits, repair, and maintenance (3.50)

Skills:

- Controlling operations of equipment or systems (3.80)
- Determining the kind of tools and equipment needed to do a job (3.60)
- Performing routine maintenance and determining when and what kind of maintenance is needed (3.40)
- Adjusting actions in relation to others' actions (3.20)
- Watching gauges, dials, or other indicators to make sure a machine is working properly (3.20)
- Repairing machines or systems using the needed tools (3.20)
- Determining what is causing an operating error and deciding what to do about it (3.00)
- Communicating effectively with others in writing as indicated by the needs of the audience (2.60)
- Inspecting and evaluating the quality of products (2.60)

Abilities:

- The ability to coordinate movements of two or more limbs together (for example, two arms, two legs, or one leg and one arm) while sitting, standing, or lying down. It does not involve performing the activities while the body is in motion (4.20)
- The ability to quickly and repeatedly make precise adjustments in moving the controls of a machine or vehicle to exact positions (4.20)
- The ability to exert maximum muscle force to lift, push, pull, or carry objects (3.60)

Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 2000: 15 employers surveyed representing 224 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Career Path: Industrial Truck and Tractor Operators



Note: Interpersonal and leadership skills may be important for career advancement.

Related Occupations Comparison

(Includes Standard Occupational Classification/O*NET codes)

Railroad Yard Workers ([53-4021.02](#))

Rail Yard Engineers, Dinkey Operators, and Hostlers ([53-4013.00](#))

Glaziers ([47-2121.00](#))

Industrial Truck and Tractor Operators (53-7051.00)

Refuse and Recyclable Material Collectors ([53-7081.00](#))

Janitors and Cleaners, Except Maids and Housekeeping Cleaners
([37-2011.00](#))

Education

Work Experience

Work Experience

Long-term OJT/Apprentice

Short-term OJT

Short-term OJT

Short-term OJT/Apprentice

Wage

\$18.16/hr

\$17.26/hr

\$13.95/hr

\$12.08/hr

\$11.28/hr

\$8.45/hr

U.S. Department of Labor Sources:

O*NET Database, version 3.0 (most closely related occupations)

Bureau of Labor Statistics' Projections of Employment

Bureau of Labor Statistics' Occupational Employment Statistics Programs (1998 National Wages)

INTRODUCING: Ted Brice

What is your job title?

I am a Lumber Sales Representative.

What kind of work do you do?

I keep the lumber department stocked, assist customers with questions and getting lumber, I unload the shipments that come in, and help keep our department clean and safe.

What are the things that attracted you to this type of work?

I am a seasonal firefighter and I am also going to school. I needed a good solid job for the winter and something that would work around my class schedule. I've used a forklift at my last job, so that was a plus.

What kind of things do you do at work (skills)?

There is a lot going on around here and there are a lot of people to help, so having a team attitude is a must and is also the most important skill, in my opinion. You also need to have good math skills for helping customers, and good motor skills so you don't wind up somewhere you don't need to be when you're driving the forklift.

If you were starting over to be a forklift operator, knowing what you know now, how would you better prepare yourself?

Well, there isn't much I could do. If you do this type of work, you have to have a license, which I do. Not only that, but each time you drive at a new place, they have you learn their own rules and regulations, and you can't really prepare for that.

What keeps you wanting to do this type of work?

I enjoy working with people and having a job where I am active. And since I work with other equipment as a firefighter this is not too different from what I already know.

What qualities make an exceptional forklift operator?

Patience. You can't be in a hurry while you're moving around a load of lumber because someone could easily get hurt. You also have to be very alert because there are customers, workers, and merchandise all over the place. You have to be careful not to develop tunnel vision to where you are concentrating on just one thing. You need to be able to recognize things in your peripheral vision.

Instructional Aides

Also known as instructional assistants and teacher's aides/assistants.

Instructional aides work under the direct supervision of classroom teachers to assist the teacher in instructional tasks, and activities involving games, sports, arts and crafts. They also do routine clerical tasks such as record keeping, maintaining classroom supplies, and operating office equipment. They may assist teachers with the instruction of mentally or physically handicapped pupils (OES 315211).

Wages and Fringe Benefits

UNION

New Hires/Inexp'd:	\$7.00 to \$11.88/hr	Median: \$9.48/hr
New Hires/Exp'd:	\$7.00 to \$11.88/hr	Median: \$9.73/hr
Exp'd/After 3 Years:	\$8.00 to \$14.00/hr	Median: \$10.72/hr

NON-UNION

New Hires/Inexp'd:	\$7.50 to \$11.00/hr	Median: \$8.75/hr
New Hires/Exp'd:	\$7.50 to \$13.50/hr	Median: \$8.44/hr
Exp'd/After 3 Years:	\$7.75 to \$14.00/hr	Median: \$11.45/hr

Benefits: EMPLOYER PAID: Most employers provide medical insurance. Of the employers surveyed, all report that they provide sick leave and a vacation. Most also provide dental, vision, and life insurance. Many provide a retirement plan. SHARED COST: Many employers provide medical insurance and child care benefits. For part-time employees: Most employers provide medical insurance. Almost all provide sick leave. Most also provide dental insurance. Many provide vision insurance, a vacation, and a retirement plan. Some provide life insurance and child care benefits.

Hours: Almost all jobs are 15-30 hours per week. A few jobs are 35-40 hours per week.

Training, Experience, and Other Requirements

License: None

Education: Almost all employers require a high school diploma or equivalent for job entry.

Experience: Almost all employers do not require prior experience.

Training: Some employers report that word processing skills are important. Employers generally provide on-the-job training for this occupation.

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find applicants who meet their hiring standards. This indicates a good outlook for qualified job seekers. Annual turnover is estimated to be low (10-19%).

Size of Occupation

Very large. There are approximately 4,495-5,490 instructional aides currently employed in the North Bay Counties. Local surveys indicate about 90% are female. Most jobs are union.

Employment Trends

Local: The growth rate is projected to be much faster than the average for all occupations through the year 2004. About 205-250 job openings are projected per year due to a net increase in occupation size. About 55-65 job openings are projected per year due to separations (workers retiring or leaving the occupation).

Nationwide: Employment of teacher assistants is expected to grow faster than the average for all occupations through 2008. Student enrollments are expected to rise, spurring demand for teacher assistants to assist and monitor students and provide teachers with clerical assistance.

Other Information

Where the Jobs Are: Public school districts and private educational facilities. Nationwide, less than 1% are self-employed.

Methods Used to Fill Job Openings: Almost all employers recruit applicants through newspaper advertisements. Most also fill job openings by hiring referrals from employees. Many fill openings by hiring unsolicited applicants and/or recruit applicants through internet job listings. Some fill openings by hiring referrals from colleges and universities.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of instructional methods and training techniques including curriculum design principles, learning theory, group and individual teaching techniques, design of individual development plans, and test design principles (4.80)
- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar (3.60)
- Knowledge of numbers, their operations, and interrelationships including arithmetic, algebra, geometry, calculus, statistics, and their applications (3.00)

Skills:

- Teaching others how to do something (4.80)
- Talking to others to effectively convey information (4.60)
- Listening to what other people are saying and asking questions as appropriate (4.40)
- Using multiple approaches when learning or teaching new things (4.00)
- Understanding written sentences and paragraphs in work related documents (3.80)
- Communicating effectively with others in writing as indicated by the needs of the audience (3.40)
- Actively looking for ways to help people (3.40)
- Developing approaches for implementing an idea (3.20)
- Being aware of others' reactions and understanding why they react the way they do (3.00)
- Adjusting actions in relation to others' actions (3.00)

Abilities:

- The ability to communicate information and ideas in speaking so others will understand (4.60)
- The ability to communicate information and ideas in writing so others will understand (4.20)
- The ability to speak clearly so that it is understandable to a listener (4.00)

Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 2000: 15 employers surveyed representing 482 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Career Path: Instructional Aides



Note: Interpersonal, critical thinking, and leadership skills may be important for career advancement.

Related Occupations Comparison

*(Includes Standard Occupational Classification/O*NET codes)*

Health Educators ([21-1091.00](#))

Vocational Education Teachers Postsecondary ([25-1194.00](#))

Graduate Teaching Assistants ([25-1191.00](#))

Dietetic Technicians ([29-2051.00](#))

Teacher Assistants ([25-9041.00](#))

Education

Master's Degree

Work Experience

Master's Degree

Associate Degree

Short-term OJT/Apprentice \$8.22/hr

Wage

\$19.86/hr

\$17.62/hr

\$13.66/hr*

\$10.18/hr

* These hourly wages are converted from annual wage data using an average work period of nine months per year.

U.S. Department of Labor Sources:

*O*NET Database, version 3.0 (most closely related occupations)*

Bureau of Labor Statistics' Projections of Employment

Bureau of Labor Statistics' Occupational Employment Statistics Programs (1998 National Wages)

INTRODUCING: Jone Caswell

What is your job title?

Educational Assistant.

What type of work do you do?

I monitor kids during cafeteria, playground, and before and after school. If the children have projects going or if the teacher needs me to work with the children, I do that as well. I also grade and correct papers.

What are the things that attracted you to this type of work?

Initially it was the hours, holidays off, and to work around my family's needs and schedules. The benefits also attracted me because my husband worked for himself. The other thing was to get a glimpse of what working in schools and being the teacher's assistant involves. I began working with a local educational program and then I understood how we could be instrumental in bringing a child's growth about.

What are the tasks you perform at work (skills)?

Within this school, every educational assistant does different things. But most of the time we help in preparing projects, correcting and running papers, helping in the classroom, and working one on one with students. We do assessment of children and sometimes help with the testing when it comes close to report card time. We also help with counting and motor skills. I work with special reading groups as well.

If you were starting over to be a teacher assistant, knowing what you know now, how would you better prepare yourself?

I wouldn't do anything different. I like the idea of going in as a volunteer. A lot of parents don't have any idea of what's involved in a day at school, but volunteering in schools is a good way to get an idea if this is something that you really want to do.

What keeps you wanting to do this type of work?

It's the growth that I see in the kids that makes me want to continue. I like working with them, seeing them grow, and meeting their needs. When you see things click and the light go on in their eyes it's just magical. That's what keeps me going.

What qualities, in your opinion, make a good teacher assistant?

You need to love children and should at least have one or two of your own so that you can have the experience first hand with their basic needs. You should know that all children are different; they all have needs, and want to learn. You need to be flexible and versatile because the job is always changing. You should feel committed to the children and getting an Associate Degree would be helpful if you're doing reading groups.

Laboratory Technicians - Winery

Laboratory technicians, winery, conduct and analyze laboratory/quality control tests as prescribed by company procedures and, when applicable, ensure compliance with State and Federal regulations. This is the entry level position (Modified DOT 029.261-999).

Wages and Fringe Benefits

New Hires/Inexp'd:	\$8.00 to \$14.06/hr	Median: \$11.75/hr
New Hires/Exp'd:	\$12.00 to \$15.50/hr	Median: \$14.38/hr
Exp'd/After 3 Years:	\$12.00 to \$20.00/hr	Median: \$15.10/hr

Benefits: EMPLOYER PAID: Most employers provide medical insurance. Of the employers surveyed, all report that they provide sick leave. Almost all provide a vacation and life insurance. Most also provide vision and dental insurance. Many provide a retirement plan. SHARED COST: Many employers provide medical insurance and a retirement plan. Some also provide dental insurance.

Hours: Almost all jobs are 40-50 hours per week. A few jobs are seasonal, ranging from 40-60 hours per week.

Training, Experience, and Other Requirements

License: None

Education: Many employers require a high school diploma or equivalent for job entry. Some require a bachelor degree. A few are willing to accept an associate degree.

Experience: Almost all employers do not require prior experience.

Training: Most employers report that word processing and spreadsheet skills are important. Some also report that database skills are important. Refer to the training directory for information on related programs offered by:

University of California, Davis

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find applicants who meet their hiring standards. This indicates a good outlook for qualified job seekers. Annual turnover estimated to be very high (40% or more). This turnover rate does not include seasonal employment.

Size of Occupation

Small. There are approximately 70-90 winery lab technicians currently employed in the North Bay Counties. Local surveys indicate about 50% are female.

Employment Trends

Local: Insufficient data; however, some employers surveyed expect their employment for this occupation to grow over the next two years.

Nationwide: Information Not Available

Other Information

Where the Jobs Are: Wineries.

Methods Used to Fill Job Openings: Most employers recruit applicants through newspaper advertisements. Many fill openings by hiring referrals from colleges and universities, referrals from employees, and/or through in-house promotion or transfer. Some recruit applicants through internet job listings and/or by hiring unsolicited applicants. Some also fill openings by hiring referrals from schools and training programs.

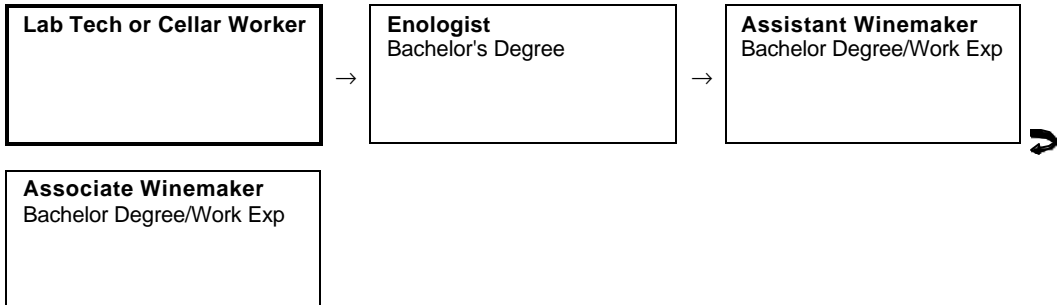
Important Knowledge, Skills, and Abilities:

Information Not Available

Data collected in 2000: 15 employers surveyed representing 39 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Career Path: Lab Technicians – Winery



Note: Winemaking knowledge and communication skills may be important for career advancement.

INTRODUCING: Jeff Meyers

What is your job title?

Winemaker

What kind of work do you do?

As a winemaker, I work on everything from how long it stays in fermentation to what type of yeast to use, to when to press it, to press it to what to where. As the general manager, I also do a lot of supervisory and administrative work.

What are the things that attracted you to this type of work?

I wanted to major in a scientific field because I enjoy the scientific aspect of it all. In college, I made the brilliant move from biology to bacteriology, then I met a friend of mine who was in the enology field. I took a basic winemaking class, enjoyed it, and thought 'what an idea! Producing alcohol for a living!' Then I transferred into what's called fermentation science. There's a lot more money in beer, but you'd have to work in places like Schenectady, St. Louis...nice places...all, but not where I wanted to work. So I ended up going into winemaking in California.

What kind of things does a lab tech do at work (skills)?

For a lab tech, you have to have your basic winemaking knowledge. I would say that a good palate is not necessarily something you have to have from the start. I think you can develop a good palate. I was a beer drinker when I came into the business and I developed a palate for wine over the years. But to become a winemaker, you do need to learn and understand winemaking from A to Z; the exact mechanisms and processes that go on during the whole growing phase to last detail of what happens during fermentation. You also need good math skills because you'll have to be able to deal with putting together blends and be able to figure how many gallons of each will make a tasteful wine. You have to have good understanding of the organic chemistries as well.

If you were starting over to be a winemaker, knowing what you know now, how would you better prepare yourself?

I'm not sure I would do anything different. I think I've got good experience here, and there have been great opportunities for me all the way through. I would like an opportunity in my career to work with smaller lots. We haven't had the opportunity to work with small lots in the way that we want to handle wine.

What qualities, in your opinion, make an exceptional lab tech?

No one comes out of school with an enology degree thinking "you know, if I can only get a lab tech job. That'd be great. I'd be happy the rest of my life." The lab is a good place to start because you can learn about a lot of different things that go on in the winery from the lab, and a lot of things you need to know about wine, you need to know about from the lab's standpoint. But a good lab tech will understand the benefits of working in the lab, and the cellar, and in the fields. If they want to end up as a master winemaker, they'll know that what they learn in the trenches will help them reach the top.

Legal Secretaries

Legal secretaries prepare legal papers and correspondence of a legal nature, such as summonses, complaints, motions, and subpoenas. They must be familiar with legal terminology, procedures and documents, as well as legal research, and may review law journals and other legal publications to identify court decisions pertinent to pending cases and submit articles to company officials (OES 551020).

Wages and Fringe Benefits

New Hires/Inexp'd:	\$10.00 to \$17.00/hr	Median: \$12.00/hr
New Hires/Exp'd:	\$12.00 to \$18.14/hr	Median: \$15.00/hr
Exp'd/After 3 Years:	\$14.00 to \$23.97/hr	Median: \$18.00/hr

Benefits: EMPLOYER PAID: Almost all employers provide medical insurance and other benefits, including a vacation and sick leave. Many also provide dental, vision, and life insurance. SHARED COST: Most employers provide a retirement plan. Some also provide dental insurance.

Hours: Almost all jobs are 35-40 hours per week.

Training, Experience, and Other Requirements

License: None

Education: Of the employers surveyed, all report that they require a high school diploma or equivalent for job entry.

Experience: Many employers do not require prior experience. Many others require 1-5 years of prior experience. Many employers are willing to accept training as a substitute for experience.

Training: Almost all employers report that word processing skills are important. Some report that knowledge of legal software is important. Some also report that spreadsheet skills are important. Refer to the training directory for information on related programs offered by:

College of Marin; Sonoma State University, Extended Education

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find inexperienced but qualified applicants, and very difficult to find qualified applicants with prior experience. This indicates a good outlook for job seekers without prior experience, and a very good outlook for those who are fully experienced. Annual turnover is estimated to be low (10-19%).

Size of Occupation

Small. There are approximately 630-770 legal secretaries currently employed in the North Bay Counties. Local surveys indicate about 95% are female.

Employment Trends

Local: The growth rate is projected to be slower than the average for all occupations through the year 2004. About 15-20 job openings are projected per year due to a net increase in occupation size. About 10-15 job openings are projected per year due to separations (workers retiring or leaving the occupation).

Nationwide: Projected employment of secretaries will vary by occupational specialty. Rapid growth in the health and legal services industries should lead to average growth for medical and legal secretaries.

Other Information

Where the Jobs Are: Offices of attorneys and law firms. Nationwide, less than 1% are self-employed.

Methods Used to Fill Job Openings: Most employers recruit applicants through newspaper advertisements. Many also fill openings by hiring referrals from professional associations. Some fill openings by hiring referrals from schools and training programs, employees, and/or employment agencies.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of administrative and clerical procedures and systems such as word processing systems, filing and records management systems, stenography and transcription, forms design principles, and other office procedures and terminology (4.40)
- Knowledge of laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process (3.80)
- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar (3.60)

Skills:

- Finding ways to structure or classify multiple pieces of information (4.83)
- Managing one's own time and the time of others (4.66)
- Adjusting actions in relation to others' actions (4.66)
- Knowing how to find information and identifying essential information (4.66)
- Understanding written sentences and paragraphs in work related documents (4.66)
- Communicating effectively with others in writing as indicated by the needs of the audience (4.50)
- Inspecting and evaluating the quality of products (4.50)
- Observing and evaluating the outcomes of a problem solution to identify lessons learned or redirect efforts (4.33)
- Listening to what other people are saying and asking questions as appropriate (4.33)
- Evaluating the likely success of an idea in relation to the demands of the situation (4.33)

Abilities:

- The ability to read and understand information and ideas presented in writing (4.40)
- The ability to listen to and understand information and ideas presented through spoken words and sentences (4.40)
- The ability to communicate information and ideas in writing so others will understand (4.20)

Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 2000: 15 employers surveyed representing 73 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Career Path: Legal Secretaries



Note: People, communication, accuracy, and detail skills, as well as continuing education, may be important for career advancement.

Related Occupations Comparison

(Includes Standard Occupational Classification/O*NET codes)

Paralegals and Legal Assistants ([23-2011.00](#))

Legal Secretaries (43-6012.00)

Law Clerks ([23-2092.00](#))

Title Searchers ([23-2093.01](#))

Secretaries, Except Legal, Medical, and Executive ([43-6014.00](#))

Court Clerks ([43-4031.01](#))

Medical Secretaries ([43-6013.00](#))

Correspondence Clerks ([43-4021.00](#))

Office Clerks, General ([43-9061.00](#))

Education

Associate Degree/Apprentice \$16.79/hr

Vocational Training/Apprentice \$14.90/hr

Associate Degree/Apprentice \$13.88/hr

Moderate-term OJT \$12.49/hr

Vocational Training/Apprentice \$11.86/hr

Short-term OJT \$11.67/hr

Vocational Training/Apprentice \$11.26/hr

Short-term OJT \$11.16/hr

Short-term OJT \$10.06/hr

U.S. Department of Labor Sources:

O*NET Database, version 3.0 (most closely related occupations)

Bureau of Labor Statistics' Projections of Employment

Bureau of Labor Statistics' Occupational Employment Statistics Programs (1998 National Wages)

INTRODUCING: Deanna Summers

What is your job title?

I'm a Legal Secretary.

What kind of work do you do?

I do administrative and legal assistant work for a partner (in a law firm).

What are the things that attracted you to this type of work?

I've always been amazed with the legal system, but disappointed at the same time. I thought maybe I could make a difference, and so I was inclined to go into this profession. I'm actually a certified paralegal and I want to become an attorney. I have three kids, so it's one of many steps I'll have to take to get to where I want to be.

What kind of things do you do at work (skills)?

I do transcription, calendaring for our attorneys, I set up meetings, prep and schedule for trials, answer phones, and do whatever else comes up. Many times, if it's our client, we go ahead and do what we need to do for the attorney. I also review mail for my attorney. Other times I'm corresponding with clients or opposing council.

If you were starting over to be a legal secretary, knowing what you know now, how would you better prepare yourself?

I would say that if it's a particular type of law that you want to get into, take that type of class at your local junior college. This can help you understand what you're getting into and to see whether you like it or not. A typing class or a Word Perfect computer class at the J.C. would be excellent because most office duties involve MSWord, WordPerfect, or another Windows program. A public speaking class would be useful, too.

What keeps you wanting to do this type of work?

The first and most important reason is that I enjoy the people I work with. I am very task oriented, and the legal profession is exactly that. It's an attractive challenge to me. It's also a challenge to be able to balance files, calendars, and to deal with clients so the attorney doesn't have to. My attorney gives me an opportunity to see how it is to be in that position so that I can get a better insight into the profession. Most attorneys don't like their secretaries to do that.

What qualities make an exceptional legal secretary?

You've got to be a great typist, have excellent spelling, and be sharp with punctuation; that's a must and no attorney is going to deal with anything less. Good listening skills are vital too, because you don't want to constantly interrupt whomever you're representing. . . and patience so that you listen to everything they say first before you try to resolve a situation. Like I said, you must be organized and able to understand what's a priority and what's not at any given moment. Those qualities would make you an exceptional legal secretary.

Licensed Vocational Nurses (LVNs)

Licensed vocational nurses care for ill, injured, convalescent, and handicapped persons in hospitals, clinics, private homes, sanitariums, and similar institutions (OES 325050).

Wages and Fringe Benefits

New Hires/Inexp'd:	\$13.00 to \$18.50/hr	Median: \$16.00/hr
New Hires/Exp'd:	\$13.00 to \$20.00/hr	Median: \$16.70/hr
Exp'd/After 3 Years:	\$14.00 to \$20.00/hr	Median: \$18.00/hr

Benefits: EMPLOYER PAID: Many employers provide medical insurance. Almost all provide a vacation. Most provide sick leave. Many also provide a retirement plan. Some provide dental, vision, and life insurance. SHARED COST: Many employers provide medical insurance and other benefits, including dental and vision insurance. Some also provide life insurance. A few provide a retirement plan. For part-time employees: Some employers provide medical insurance and other benefits, including a vacation, dental insurance, vision insurance, sick leave, and a retirement plan. A few provide life insurance.

Hours: Most jobs are 36-50 hours per week. Some jobs are 8-34 hours per week.

Training, Experience, and Other Requirements

License: Required for this occupation; contact the State Board of Vocational Nursing at 916-263-7800 for licensing information.

Education: Many employers require a high school diploma or equivalent for job entry. Many others require an associate degree.

Experience: Many employers do not require prior experience. Many others require 6-30 months of prior experience. Some employers are willing to accept training as a substitute for experience.

Training: Some employers report that word processing skills are important. Completion of a certificate training program is a license requirement for this occupation. Refer to the training directory for information on related programs offered by:

Napa Valley College; Santa Rosa Junior College; Sonoma State University

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find applicants who meet their hiring standards. This indicates a good outlook for qualified job seekers. Annual turnover is estimated to be very high (40% or more).

Size of Occupation

Large. There are approximately 1,590-1,940 licensed vocational nurses currently employed in the North Bay Counties. Local surveys indicate about 90% are female.

Employment Trends

Local: The growth rate is projected to be slower than the average for all occupations through the year 2004. About 25-30 job openings are projected per year due to a net increase in occupation size. About 35-40 job openings are projected per year due to separations (workers retiring or leaving the occupation).

Nationwide: Employment of licensed practical nurses is expected to grow as fast as the average for all occupations through 2008 in response to the long-term care needs of a rapidly growing population of very old people and to the general growth of health care. However, licensed practical nurses seeking positions in hospitals may face competition, as the number of hospital jobs for licensed practical nurses declines; the number of inpatients, with whom most licensed practical nurses work, is not expected to increase much.

Other Information

Where the Jobs Are: Clinics, skilled nursing facilities, and hospitals. Nationwide, less than 1% are self-employed.

Methods Used to Fill Job Openings: Almost all employers recruit applicants through newspaper advertisements and/or fill job openings by hiring referrals from employees. Many also fill openings by hiring unsolicited applicants. Some fill openings by hiring referrals from schools and training programs.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of the information and techniques needed to diagnose and treat injuries, diseases, and deformities. This includes symptoms, treatment alternatives, drug properties and interactions, and preventive health-care measures (4.66)
- Knowledge of principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques (4.33)
- Knowledge of plant and animal living tissue, cells, organisms, and entities, including their functions, interdependencies, and interactions with each other and the environment (4.00)

Skills:

- Listening to what other people are saying and asking questions as appropriate (4.00)
- Actively looking for ways to help people (4.00)
- Knowing how to find information and identifying essential information (3.83)
- Identifying the nature of problems (3.66)
- Understanding written sentences and paragraphs in work related documents (3.66)

Abilities:

- The ability to communicate information and ideas in speaking so others will understand (4.00)
- The ability to listen to and understand information and ideas presented through spoken words and sentences (3.80)
- The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem. (3.40)

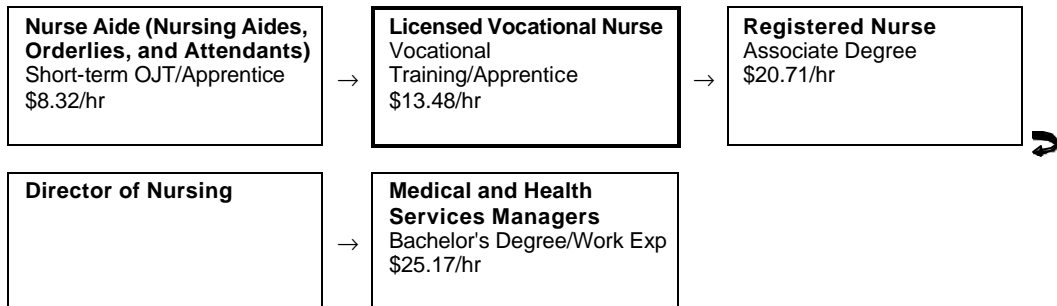
Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 2000: 19 employers surveyed representing 220 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Career Path: Licensed Vocational Nurses



Note: Interpersonal, communication, and leadership skills, as well as continuing education, may be important for career advancement.

Related Occupations Comparison

(Includes Standard Occupational Classification/O*NET codes)

	Education	Wage
Orthodontists (29-1023.00)	Professional Degree	\$44.40/hr
Chiropractors (29-1011.00)	Professional Degree	\$32.41/hr
Optometrists (29-1041.00)	Professional Degree	\$31.47/hr
Physician Assistants (29-1071.00)	Bachelor's Degree	\$22.48/hr
Dental Hygienists (29-2021.00)	Associate Degree	\$22.39/hr
Respiratory Therapists (29-1126.00)	Associate Degree	\$17.14/hr
Licensed Practical and Licensed Vocational Nurses (29-2061.00)	Vocational Training/Apprentice	\$13.48/hr
Psychiatric Aides (31-1013.00)	Short-term OJT	\$10.94/hr

U.S. Department of Labor Sources:

O*NET Database, version 3.0 (most closely related occupations)

Bureau of Labor Statistics' Projections of Employment

Bureau of Labor Statistics' Occupational Employment Statistics Programs (1998 National Wages)

INTRODUCING: Chris Hiller

What is your job title?

Licensed Vocational Nurse.

What kind of work do you do?

I work with immunology in children and adults. I also work with a pre-natal hepatitis B program, and a dietary section with anemia for children.

What are the things that attracted you to this type of work?

I wanted to help people. I started out going to school as a teacher and then my attention shifted to nursing. Originally I thought I would work in a hospital after I finished nursing school, but I decided that I didn't want to be in a hospital. I wanted to be where the people were, so I went into public health.

What kind of things do you do at work (skills)?

I do a lot of injections on children and adults for immunizations, so I think that the most important skill that I have is communication. If I can't communicate with them, I can't get the injection(s) done. I do a lot of phone calls at the doctors' offices for the hepatitis program. If I can't effectively communicate with them, there's no way I'm going to accomplish my work. Being open to the people so that they will respond to you and allow you to do your job is also very important.

If you were starting over to be a LVN, knowing what you know now, how would you better prepare yourself?

I would have taken more of the math classes and I would have thought a little harder about what I really wanted: the LVN or the RN certification. I didn't realize that when I started school, and at this point, years later, I wish I had pursued the RN status. I have a job in the field right now that exposes me to the information I need to finish the classes, and I think that is better than jumping straight into a nursing program fresh out of high school.

What keeps you wanting to do this type of work?

I enjoy the work and it's interesting. There's always something new. It's not the same thing over and over and over. And when it comes time for immunizations, each client is different than the last one, so there's a lot of variety there. I'm never bored.

What qualities make an exceptional LVN?

I think the greatest quality you can have is communications skills. That's the biggest one. You should also have a willingness to listen to people and actually hear what they're trying to say to you. In my job I work with people from many different ethnic backgrounds. I have to stop and listen to them very carefully before I begin, and be respectful of what their boundaries are before I can continue any further. I've started shots for a child who may need 3 or 4, but after the first one, Mom may decide 'I can't do this anymore with my child,' and so we need to stop. I don't push it. I'll wait and arrange for her to come back again when the child's calmer. At least we got one (shot). An exceptional nurse does not push them and is able to give them their space. If you don't, then they may not come back! You have to have some feeling and compassion for other people and their wishes. You also have to figure out what your personality is and where you're going to fit into the nursing field. Public health was the right direction for me.

Machinery Maintenance Mechanics

Also known as maintenance technicians.

Machinery maintenance mechanics repair and maintain the operating condition of industrial production and processing machinery, printing machinery, and refinery and pipeline distribution systems. Their duties include repairing in accordance with diagrams, operating manuals, or manufacturer's specifications, machinery and mechanical equipment, such as pumps, conveyor systems, and motors. Does not include millwrights and mobile heavy equipment mechanics, such as crane, bulldozer, grader, or conveyor mechanics (OES 851190).

Wages and Fringe Benefits

New Hires/Inexp'd:	\$9.00 to \$16.95/hr	Median: \$14.00/hr
New Hires/Exp'd:	\$10.00 to \$22.65/hr	Median: \$14.00/hr
Exp'd/After 3 Years:	\$12.00 to \$23.97/hr	Median: \$18.00/hr

Surveys indicated that union wages were typically at the top end of the range.

Benefits: EMPLOYER PAID: Many employers provide medical insurance. Almost all provide a vacation. Most provide sick leave and life insurance. Many also provide a retirement plan, dental insurance, and vision insurance. SHARED COST: Many employers provide medical insurance and other benefits, including dental insurance and vision insurance. Some also provide a retirement plan.

Hours: Almost all jobs are 40-50 hours per week.

Training, Experience, and Other Requirements

License: None

Education: Almost all employers require a high school diploma or equivalent for job entry. Some are willing to accept less than a high school level education.

Experience: Most employers require 12 to 72 months of prior experience. Some employers are willing to accept training as a substitute for experience.

Training: Some employers report that welding and PLC (programmable logic controller) skills are important. Employers generally provide on-the-job training for this occupation.

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find inexperienced but qualified applicants, and very difficult to find applicants with prior experience. This indicates a good outlook for job seekers without prior experience, and a very good outlook for those who are fully experienced. Annual turnover is estimated to be low (10-19%).

Size of Occupation

Small. Published projections for this occupation estimate the number of workers at 130-160. However, local surveys indicate approximately 175-215 maintenance mechanics currently employed in the North Bay Counties. Local surveys indicate less than 5% are female. Some jobs are union.

Employment Trends

Local: The growth rate is projected to be the same as the average for all occupations through the year 2004. Less than 10 job openings are projected per year due to a net increase in occupation size. Less than 10 job openings are projected per year due to separations (workers retiring or leaving the occupation).

Nationwide: Employment of industrial machinery repairers is projected to grow more slowly than the average for all occupations through 2008. Nevertheless, applicants with broad skills in machine repair should have favorable job prospects.

Other Information

Where the Jobs Are: In a variety of manufacturing industries, including wine and liquor companies. Nationwide, less than 1% are self-employed.

Methods Used to Fill Job Openings: Almost all employers fill job openings by hiring referrals from employees and/or recruit applicants through newspaper advertisements. Most also fill openings through in-house promotion or transfer.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of machines and tools, including their designs, uses, benefits, repair, and maintenance (4.83)
- Knowledge of the composition, structure, and properties of substances and of the chemical processes and transformations that they undergo. This includes uses of chemicals and their interactions, danger signs, production techniques, and disposal methods (3.84)
- Knowledge of equipment, tools, mechanical devices, and their uses to produce motion, light, power, technology, and other applications (3.66)

Skills:

- Performing routine maintenance and determining when and what kind of maintenance is needed (4.16)
- Determining what is causing an operating error and deciding what to do about it (4.00)
- Repairing machines or systems using the needed tools (4.00)
- Conducting tests to determine whether equipment, software, or procedures are operating as expected (3.83)
- Controlling operations of equipment or systems (3.66)
- Determining the kind of tools and equipment needed to do a job (3.66)
- Installing equipment, machines, wiring, or programs to meet specifications (3.66)
- Watching gauges, dials, or other indicators to make sure a machine is working properly (3.66)
- Generating or adapting equipment and technology to serve user needs (3.50)
- Identifying the nature of problems (3.33)

Abilities:

- The ability to quickly make coordinated movements of one hand, a hand together with its arm, or two hands to grasp, manipulate, or assemble objects (3.80)
- The ability to read and understand information and ideas presented in writing (3.60)
- The ability to bend, stretch, twist, or reach out with the body, arms, and/or legs (3.60)

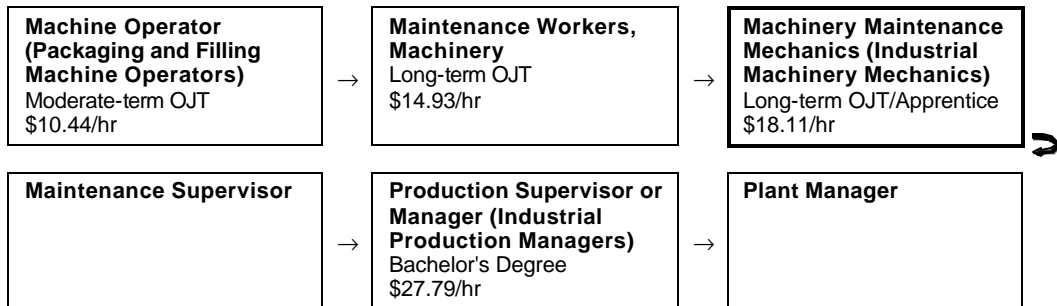
Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 2000: 15 employers surveyed representing 195 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Career Path: Machinery Maintenance Mechanics



Note: Trouble shooting and leadership skills may be important for career advancement.

Related Occupations Comparison

*(Includes Standard Occupational Classification/O*NET codes)*

Airframe-and-Power-Plant Mechanics ([49-3011.01](#))

Aircraft Engine Specialists ([49-3011.02](#))

Industrial Machinery Mechanics ([49-9041.00](#))

Well and Core Drill Operators ([47-5021.02](#))

Automotive Master Mechanics ([49-3023.01](#))

Mechanical Inspectors ([51-9061.02](#))

Farm Equipment Mechanics ([49-3041.00](#))

Helpers--Installation, Maintenance, and Repair Workers ([49-9098.00](#))

Engine and Other Machine Assemblers ([51-2031.00](#))

Education

Vocational Training/Apprentice \$19.22/hr

Vocational Training/Apprentice \$19.22/hr

Long-term OJT/Apprentice \$18.11/hr

Moderate-term OJT/Apprentice \$14.54/hr

Vocational Training/Apprentice \$13.97/hr

Work Experience/Apprentice \$12.52/hr

Long-term OJT/Apprentice \$11.31/hr

Short-term OJT \$9.73/hr

Work Experience/Apprentice \$9.55/hr

Wage

U.S. Department of Labor Sources:

*O*NET Database, version 3.0 (most closely related occupations)*

Bureau of Labor Statistics' Projections of Employment

Bureau of Labor Statistics' Occupational Employment Statistics Programs (1998 National Wages)

INTRODUCING: Jason Weltch

What is your job title?

Information Technology Field Service Technician

What kind of work do you do?

In grocery stores, I repair the scales, the computer systems, the check stands, and the meat wrappers.

What are the things that attracted you to this type of work?

I started out with a company where I worked in the parts department. They offered me a position servicing, which was better because the parts department was boring. I took that job, got the skills and training, and then found a different job for more money. I liked being on the road, going to different stores all the time, and having different kinds of problems to figure out and repair. I'm mechanically inclined, so it's pretty fun. I'm also good with computers, so it all kind of comes together.

What kind of things do you do at work (skills)?

There's electrical, there's computer skills, and your basic mechanical skills. It all depends on what I'm working on. If I happen to be working on a wrapper, a whole lot of mechanical stuff will be involved, but with that there's a lot of electronics, too. When I'm working on the check stands and the computer systems in the stores, I mean obviously it's like networking hardware, and that kind of thing. There's a lot of troubleshooting and problem identification involved as well.

If you were starting over to be a machinery maintenance technician, knowing what you know now, how would you better prepare yourself?

I would get more extensive computer training and certification. That's probably about it. I really don't need any more mechanical training; it's all pretty basic for me. You have to have that mechanical background from the beginning, and I build motorcycle engines as a hobby.

What keeps you wanting to do this type of work?

Frankly, the money. If I could find a job that paid more money doing the same thing, I'd go there. I have often considered going back to school and getting some training to do something else in my life, but at this point in time, I'm in cruise mode. I like being on the road by myself and having my own tools. It's like a rolling office. And, I don't always have to work with the same person and risk getting annoyed with them. I can take lunch whenever I want.

What qualities make an exceptional Machinery Maintenance Technician?

The ability to understand the mechanical aspects of some of the equipment that I work on, and the ability to understand how a computer operates. You should have basic electrical skills, too. We have some people that work in the group that I work with who don't even know how to use a ratchet or a socket wrench. That gets frustrating to me. I'll use myself as an example. I'm extremely meticulous. I'm always willing to take time to sit and watch the machine, see what it's doing, make repairs or adjustments, and then take the time to sit and watch the machine after I make those adjustments to ensure I've fixed the problem. If I see anymore problems while I'm in there, I fix those while I'm there. Some mechanics put a band-aid on it and get out as fast they can. That just means they're going back.

Massage Therapists

Includes certified massage therapists.

Massage therapists massage customers and administer other body conditioning treatments for hygienic or remedial purposes. They apply alcohol, lubricants, or other rubbing compounds. They massage the body, using such techniques as kneading, rubbing, and stroking the flesh. They administer steam or dry heat, ultraviolet or infrared, or water treatments. They may counsel clients in activities such as reducing or remedial exercises, and body conditioning or treatments (Modified DOT 334.374-999).

Wages and Fringe Benefits

New Hires/Inexp'd:	\$5.75 to \$24.50/hr	Median: \$12.00/hr
New Hires/Exp'd:	\$6.33 to \$40.00/hr	Median: \$21.00/hr
Exp'd/After 3 Years:	\$6.90 to \$40.00/hr	Median: \$21.00/hr

Benefits: EMPLOYER PAID: Some employers provide a vacation and a retirement plan. SHARED COSTS: Many employers provide medical insurance and vision insurance. For part-time employees: Few employers provide benefits.

Hours: Most jobs are 20-30 hours per week. Some jobs are 35-40 hours per week.

Training, Experience, and Other Requirements

License: None

Education: Most employers are willing to accept less than a high school level education for job entry. Some require a high school diploma or equivalent.

Experience: Many employers do not require prior experience. Many others require 6-48 months of prior experience. Some are willing to accept training as a substitute for experience.

Training: Almost all employers require completion of a vocational training program and possession of a massage therapy certificate prior to employment. Refer to the training directory for information on related programs offered by:

Aesclepiion Massage Institute Inc.; Alive & Well! Institute of Conscious Body Work; California Institute of Massage & Spa Services; Calistoga Massage Therapy School; Diamond Light School of Massage & Healing Arts; Lifestream Massage School; Sebastopol Massage Center; Wellness Holistic School of Massage; Western Institute of Science & Health

Supply/Demand Assessment

Employers generally report that it is not difficult to find applicants who meet their hiring standards. This indicates a very competitive outlook for qualified job seekers. Annual turnover is estimated to be moderate (20-29%).

Size of Occupation

Small. There are approximately 500-750 massage therapists currently employed in the North Bay Counties. Local surveys indicate about 70% are female.

Employment Trends

Local: Insufficient data; however, almost all employers surveyed expect their employment for this occupation to grow over the next two years.

Nationwide: Information not available.

Other Information

Where the Jobs Are: Spas, massage centers, and hospitals/clinics.

Methods Used to Fill Job Openings: Many employers recruit applicants through newspaper advertisements and/or fill openings by hiring referrals from employees. Some fill openings by hiring referrals from schools and training programs and/or by hiring unsolicited applicants. Some also recruit applicants through word of mouth.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of information and techniques needed to rehabilitate physical and mental ailments and to provide career guidance including alternative treatments, rehabilitation equipment and its proper use, and methods to evaluate treatment effects (4.67)
- Knowledge of principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques (4.33)
- Knowledge of instructional methods and training techniques including curriculum design principles, learning theory, group and individual teaching techniques, design of individual development plans, and test design principles (3.50)

Skills:

- Talking to others to effectively convey information (3.83)
- Assessing how well one is doing when learning or doing something (3.50)
- Understanding written sentences and paragraphs in work related documents (3.50)
- Listening to what other people are saying and asking questions as appropriate (3.50)
- Using multiple approaches when learning or teaching new things (3.33)
- Using scientific methods to solve problems (3.17)
- Working with new material or information to grasp its implications (3.00)
- Using logic and analysis to identify the strengths and weaknesses of different approaches (3.00)
- Using mathematics to solve problems (2.83)
- Communicating effectively with others in writing as indicated by the needs of the audience (2.67)

Abilities:

- The ability to communicate information and ideas in speaking so others will understand (4.20)
- The ability to listen to and understand information and ideas presented through spoken words and sentences (3.80)
- The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem. (3.20)

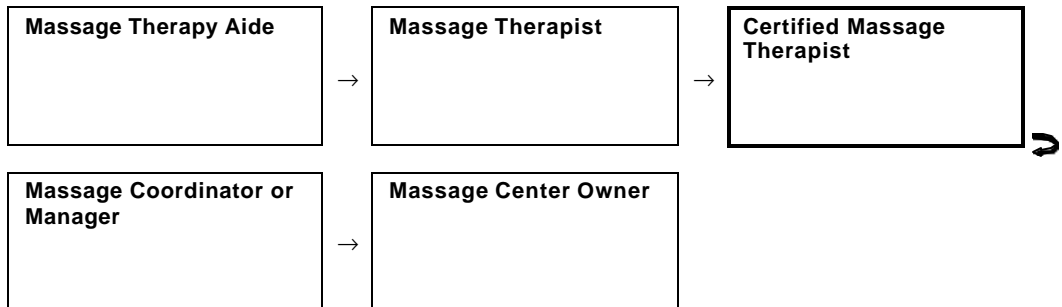
Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 2000: 16 employers surveyed representing 312 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Career Path: Massage Therapists



Note: Customer service and administrative skills may be important for career advancement.

INTRODUCING: Arlene Beard

What is your job title?

I am a Certified Massage Therapist.

What kind of work do you do?

I do massage therapy; different types on different people. Most of the time it's total body massage, which varies depending on what their needs are.

What are the things that attracted you to this type of work?

I was very intrigued by reflexology of the feet, so I taught myself the Ingram method. It was rewarding to see how it worked on people and their physical problems. But what was interesting was that it wasn't the feet that were injured, (they may have been sore) but that the soreness was causing problems throughout the entire body. I've also always enjoyed a good back massage myself, and my sister (an esthetician) got me excited about the possibilities.

What kind of things do you do at work (skills)?

I teach people how to breathe and show them a few trigger points throughout the body that will help to relieve or prevent pain. There are stretching and exercise routines I teach people to include in their day-to-day activities, since that's really important before and after you use your muscles extensively. Releasing (tension) sometimes is very important before the actual massage, depending upon where they're hurting or what may be going on in their life. I may apply pressure with my fist to the bottom of their feet, touch the small of the back, or touch 2 or 3 spots around the shoulders and neck which can provide instant release. Afterwards, I begin the massage in the modality of their choice.

If you were starting over to be a massage therapist, knowing what you know now, how would you better prepare yourself?

I would've started doing massage at a younger age, and schooled myself in more techniques (modalities) than what I already know.

What keeps you wanting to do this type of work?

Mainly it's the response I get from the therapy that's involved, but it's also that I'm helping people, and that's my mission. I love people and I like to see the smiles on their faces. That's the reward.

What qualities make an exceptional massage therapist?

Well, first of all you really have to care about people, and you have to be a giving person of yourself and your time. I think it's also wanting to be a caregiver, because that's what massage therapy is: it's a caregiver job. But a good massage therapist will also remember that you won't be able to do everything for everybody and that your skill has its limitations. The massage therapist should always realize that what they do works miracles only sometimes.

Packaging and Filling Machine Operators and Tenders

Also known as production/machine operators and bottlers.

Packaging and filling machine operators and tenders operate or tend machines, such as filling machines, casing running machines, ham rolling machines, preservative filling machines, baling machines, wrapping machines, and stuffing machines, to prepare industrial or consumer products, such as gas cylinders, meat and other food products, tobacco, insulation, ammunition, stuffed toys and athletic equipment, and upholstered pads, as end products or for storage and shipment (OES 929740).

Wages and Fringe Benefits

NON-UNION:

New Hires/Inexp'd:	\$7.00 to \$10.00/hr	Median: \$8.50/hr
New Hires/Exp'd:	\$7.25 to \$12.00/hr	Median: \$10.00/hr
Exp'd/After 3 Years:	\$9.00 to \$21.58/hr	Median: \$12.00/hr

UNION:

Median wages are \$14.92 for entry-level employees with no experience and \$19.85 for experienced employees after 3 years on the job.

Benefits: EMPLOYER PAID: Many employers provide medical insurance. Of the employers surveyed, all report that they provide a vacation and sick leave. Most provide a retirement plan. Many also provide life and dental insurance. Some provide vision insurance. SHARED COST: Many employers provide medical insurance and dental insurance. Some also provide vision insurance and a retirement plan.

Hours: Almost all jobs are 40-45 hours per week.

Training, Experience, and Other Requirements

License: None

Education: Almost all employers require a high school diploma or equivalent for job entry.

Experience: Most employers do not require prior experience.

Training: Employers generally provide on-the-job training for this occupation.

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find applicants who meet their hiring standards. This indicates a good outlook for qualified job seekers. Annual turnover is estimated to be very low (less than 10%).

Size of Occupation

Large. There are approximately 1,570-1,915 packaging and filling machine operators currently employed in the North Bay Counties. Local surveys indicate about 40% are female. Many jobs are union.

Employment Trends

Local: The growth rate is projected to be the same as the average for all occupations through the year 2004. About 40-50 job openings are projected per year due to a net increase in occupation size. About 35-45 job openings are projected per year due to separations (workers retiring or leaving the occupation).

Nationwide: Employment of packaging and filling machine operators and tenders is expected to increase about as fast as the average for all occupations through the year 2008.

Other Information

Where the Jobs Are: Wine and liquor companies, beverage companies and processors of agricultural products. Nationwide, less than 1% are self-employed.

Methods Used to Fill Job Openings: Most employers fill job openings by hiring referrals from employees and/or by hiring unsolicited applicants. Many also recruit applicants through newspaper advertisements and/or fill job openings by hiring referrals from employment agencies. Some fill openings through in-house promotion or transfer.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of inputs, outputs, raw materials, waste, quality control, costs, and techniques for maximizing the manufacture and distribution of goods (4.83)
- Knowledge of machines and tools, including their designs, uses, benefits, repair, and maintenance (4.16)
- Knowledge of numbers, their operations, and interrelationships including arithmetic, algebra, geometry, calculus, statistics, and their applications (3.00)

Skills:

- Watching gauges, dials, or other indicators to make sure a machine is working properly (4.16)
- Controlling operations of equipment or systems (4.16)
- Inspecting and evaluating the quality of products (4.16)
- Performing routine maintenance and determining when and what kind of maintenance is needed (3.50)
- Repairing machines or systems using the needed tools (2.83)
- Determining what is causing an operating error and deciding what to do about it (2.83)

Abilities:

- The ability to quickly make coordinated movements of one hand, a hand together with its arm, or two hands to grasp, manipulate, or assemble objects (4.33)
- The ability to correctly follow a given rule or set of rules in order to arrange things or actions in a certain order. The things or actions can include numbers, letters, words, pictures, procedures, sentences, and mathematical or logical operations. (4.16)
- The ability to quickly and accurately compare letters, numbers, objects, pictures, or patterns. The things to be compared may be presented at the same time or one after the other. This ability also includes comparing a presented object with a remembered object. (4.16)

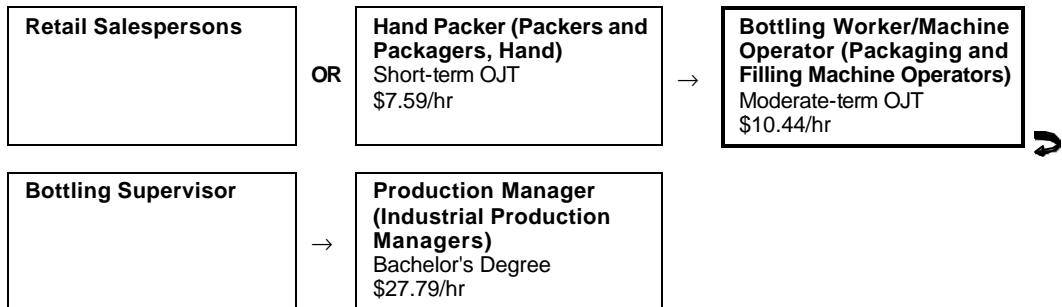
Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 2000: 15 employers surveyed representing 334 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Career Path: Packaging and Filling Machine Operators and Tenders



Note: Mathematical skills and mechanical knowledge may be important for career advancement.

Related Occupations Comparison

(Includes Standard Occupational Classification/O*NET codes)

	Education	Wage
Extruding, Forming, Pressing, and Compacting Machine Operators and Tenders (51-9041.02)	Moderate-term OJT/Apprentice	\$11.41/hr
Combination Machine Tool Operators and Tenders, Metal and Plastic (51-4081.02)	Moderate-term OJT	\$11.08/hr
Conveyor Operators and Tenders (53-7011.00)	Moderate-term OJT/Apprentice	\$11.04/hr
Fiber Product Cutting Machine Setters and Set-Up Operators (51-9032.01)	Moderate-term OJT	\$10.80/hr
Sawing Machine Tool Setters and Set-Up Operators, Metal and Plastic (51-4031.01)	Moderate-term OJT	\$10.53/hr
Packaging and Filling Machine Operators and Tenders (51-9111.00)	Moderate-term OJT	\$10.44/hr
Bindery Machine Operators and Tenders (51-5011.02)	Moderate-term OJT/Apprentice	\$10.23/hr
Coil Winders, Tapers, and Finishers (51-2021.00)	Short-term OJT	\$9.80/hr
Plastic Molding and Casting Machine Operators and Tenders (51-4072.02)	Moderate-term OJT	\$8.99/hr
Sewing Machine Operators, Non-Garment (51-6031.02)	Moderate-term OJT	\$8.54/hr

U.S. Department of Labor Sources:

O*NET Database, version 3.0 (most closely related occupations)

Bureau of Labor Statistics' Projections of Employment

Bureau of Labor Statistics' Occupational Employment Statistics Programs (1998 National Wages)

INTRODUCING: Barry Morgan

What is your job title?

Blancher Operator.

What kind of work do you do?

I operate the blancher. Almonds are put inside of it, and then the skins of the almonds are removed, or “blanched”.

What are the things that attracted you to this type of work?

When I first started here, I was in the shipping and receiving area. I didn’t want to leave this company, and I wanted a position that wasn’t so physically oriented. I switched to this position because it requires less labor than shipping/receiving did, and my skills and experience were easily transferable.

What kind of things do you do at work (skills)?

Computer skills are important for this job and so is the ability to make heads and tails of the different production charts. Since it’s a machine, of course, I have also developed a strong knowledge of machine operations and materials testing.

If you were starting over to be a machine operator, knowing what you know now, how would you better prepare yourself?

I definitely would have taken some computer classes so I could be more familiar with computers (which I use each day) and their applications. That would also have helped me learn to read the charts quicker.

What keeps you wanting to do this type of work?

One thing that keeps me here is the opportunity to learn new things. We have a production environment here, and there are many different machines and processes to learn about. I’m always getting involved with new equipment somehow. And then there’s our product that I get to learn about. I’m constantly getting exposure to the trade of almond growing and processing. And after that, the pay isn’t bad at all.

What qualities make an exceptional Machine Operator?

Someone who has computer training and/or experience would make a good operator. They should have good judgment, too. A firm grasp of math would also be beneficial.

Personal and Home Care Aides

Also known as caregivers.

Personal and home care aides perform a variety of tasks at places of residence. Their duties include keeping house; advising families having problems with such things as nutrition, health, cleanliness, and household utilities. Does not include nurses' aides and home health care workers (OES 680350).

Wages and Fringe Benefits

New Hires/Inexp'd:	\$5.75 to \$10.83/hr	Median: \$8.55/hr
New Hires/Exp'd:	\$6.56 to \$12.00/hr	Median: \$8.75/hr
Exp'd/After 3 Years:	\$6.56 to \$16.00/hr	Median: 11.50/hr

Benefits: EMPLOYER PAID: Many employers provide medical insurance. Almost all employers provide a vacation. Many also provide sick leave. Some provide dental insurance. SHARED COST: Some employers provide medical insurance. For part-time employees: Many employers provide medical insurance. Some provide dental insurance, sick leave, a vacation, and a retirement plan. A few provide life insurance.

Hours: Most jobs are 10-32 hours per week. Some jobs are 40-46 hours per week.

Training, Experience, and Other Requirements

License: None

Education: Most employers require a high school diploma or equivalent for job entry. Some are willing to accept less than a high school level education.

Experience: Most employers do not require prior experience.

Training: CPR and first-aid training may be required prior to employment. Employers generally provide on-the-job training for this occupation, although related training is offered by:

County of Sonoma Health Services Caregiver Training; Marin County Regional Occupational Program

Supply/Demand Assessment

Employers generally report that it is very difficult to find inexperienced but qualified applicants, and moderately difficult to find qualified applicants with prior experience. This indicates a very good outlook for job seekers without prior experience, and a good outlook for those who are fully experienced. Annual turnover is estimated to be very high (40% or more).

Size of Occupation

Medium. There are approximately 690-845 personal and home care aides currently employed in the North Bay Counties. Local surveys indicate about 90% in are female.

Employment Trends

Local: The growth rate is projected to be faster than the average for all occupations through the year 2004. About 25-30 job openings are projected per year due to a net increase in occupation size. About 20-25 job openings are projected per year due to separations (workers retiring or leaving the occupation).

Nationwide: A large number of job openings are expected for home health and personal care aides, due to substantial growth and very high turnover. Home health and personal care aides is expected to be one of the fastest growing occupations through the year 2008.

Other Information

Where the Jobs Are: Social service agencies, home health care services, and residential care facilities. Nationally, about 2% are self-employed.

Methods Used to Fill Job Openings: Almost all employers recruit applicants through newspaper advertisements and/or fill openings by hiring referrals from employees. Most also fill openings by hiring unsolicited applicants. A few recruit applicants through internet job listings.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques (4.66)
- Knowledge of instructional methods and training techniques including curriculum design principles, learning theory, group and individual teaching techniques, design of individual development plans, and test design principles (3.83)
- Knowledge of the information and techniques needed to diagnose and treat injuries, diseases, and deformities. This includes symptoms, treatment alternatives, drug properties and interactions, and preventive health-care measures (3.83)

Skills:

- Talking to others to effectively convey information (4.00)
- Being aware of others' reactions and understanding why they react the way they do (4.00)
- Actively looking for ways to help people (4.00)
- Listening to what other people are saying and asking questions as appropriate (3.83)
- Teaching others how to do something (3.83)
- Using logic and analysis to identify the strengths and weaknesses of different approaches (3.66)
- Identifying the things that must be changed to achieve a goal (3.66)
- Observing and evaluating the outcomes of a problem solution to identify lessons learned or redirect efforts (3.50)
- Using multiple approaches when learning or teaching new things (3.33)
- Assessing how well one is doing when learning or doing something (3.33)

Abilities:

- The ability to communicate information and ideas in speaking so others will understand (4.60)
- The ability to listen to and understand information and ideas presented through spoken words and sentences (4.00)
- The ability to communicate information and ideas in writing so others will understand (3.20)

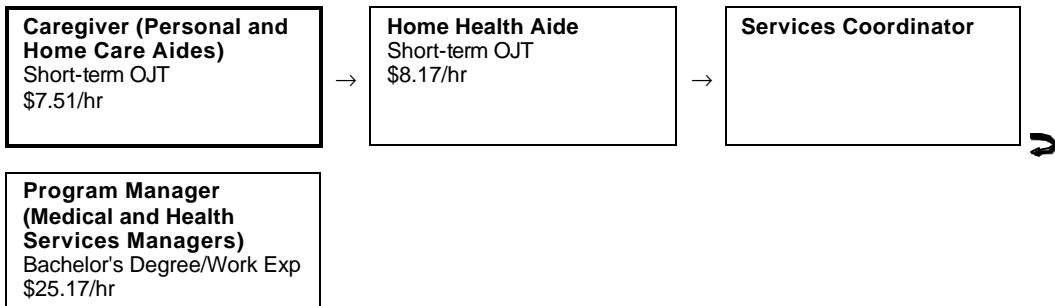
Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 2000: 16 employers surveyed representing 458 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Career Path: Personal and Home Care Aides



Note: Customer service skills and higher education may be important for career advancement.

Related Occupations Comparison

(Includes Standard Occupational Classification/O*NET codes)

Opticians, Dispensing ([29-2081.00](#))

Transportation Attendants, Except Flight Attendants ([39-6032.00](#))

Dietetic Technicians ([29-2051.00](#))

Residential Advisors ([39-9041.00](#))

Locker Room, Coatroom, and Dressing Room Attendants ([39-3093.00](#))

Home Health Aides ([31-1011.00](#))

Counter and Rental Clerks ([41-2021.00](#))

Personal and Home Care Aides ([39-9021.00](#))

Child Care Workers ([39-9011.00](#))

Education	Wage
Long-term OJT/Apprentice	\$11.78/hr
Work Experience	\$10.67/hr
Associate Degree	\$10.18/hr
Bachelor's Degree	\$9.86/hr
Work Experience	\$8.37/hr
Short-term OJT	\$8.17/hr
Short-term OJT	\$7.77/hr
Short-term OJT	\$7.51/hr
Short-term OJT	\$7.13/hr

U.S. Department of Labor Sources:

O*NET Database, version 3.0 (most closely related occupations)

Bureau of Labor Statistics' Projections of Employment

Bureau of Labor Statistics' Occupational Employment Statistics Programs (1998 National Wages)

INTRODUCING: Cecile Munslow

What is your job title?

In-Home Personal Provider.

What type of work do you do?

I help people who are elderly or disabled with the things they can't do for themselves, and I encourage my clients to do what they can on their own. Sometimes the job is as basic as helping someone stand up. My clients are approved through the Welfare Department for so many hours per month, and those hours of assistance are all we are allowed to provide. Sometimes it's full-time, but mostly part-time work.

What are the things that attracted you to this type of work?

We had my mother in the house for 7 years, so I was used to taking care of her and I knew what to do. It's a minimum wage job, but sometimes the families will pay you extra.

What are the tasks you perform at work?

I do some house cleaning, laundry, and dishes. I take them out shopping to doctor's appointments and fix their meals for them; sometimes it's at my house and sometimes theirs. We make sure they don't fall and injure themselves.

If you were starting over to be a personal home care aide, knowing what you know now, how would you better prepare yourself?

You want to learn all about the person and about the type of work; we went through a special orientation. You need to know house cleaning and laundry. It is very basic. Things you learn as you grow up.

What keeps you wanting to do this type of work?

It can be very rewarding because it's a challenge. When you are able to help people do things, or just to be there for them to talk to, it feels good. The appreciation my clients give me is the best reward.

What qualities, in your opinion, make a good Personal and Home Care Aide?

I think you have to like people and enjoy helping them.

Pharmacy Technicians

Pharmacy technicians fill orders for unit doses and prepackaged pharmaceuticals and perform other related duties under the supervision and direction of a pharmacy supervisor or staff pharmacist. Duties include keeping records of drugs delivered to the pharmacy, storing incoming merchandise in proper locations, and informing the supervisor of stock needs and shortages. They may clean equipment used in the performance of duties and assist in the care and maintenance of equipment and supplies (OES 325180).

Wages and Fringe Benefits

New Hires/Inexp'd:	\$10.00 to \$13.00/hr	Median: \$10.00/hr
New Hires/Exp'd:	\$8.00 to \$13.00/hr	Median: \$10.00/hr
Exp'd/After 3 Years:	\$10.00 to \$17.00/hr	Median: \$13.50/hr

Benefits: EMPLOYER PAID: Most employers provide medical insurance and a vacation. Many also provide sick leave. Some provide dental insurance, vision insurance, a retirement plan, and life insurance. **SHARED COST:** Some employers provide a retirement plan. For part-time employees: Some employers provide sick leave and a vacation.

Hours: Most jobs are 36-45 hours per week. Some jobs are 16-30 hours per week.

Training, Experience, and Other Requirements

License: Required for this occupation; contact the State Board of Pharmacy at 916-445-5014 for licensing information.

Education: Almost all employers require a high school diploma or equivalent for job entry.

Experience: Most employers do not require prior experience.

Training: Some employers report that word processing and spreadsheet skills are important. Employers generally provide on-the-job training for this occupation, although related training programs are offered by:

Solano County Regional Occupational Program

Supply/Demand Assessment

Employers generally report that it is very difficult to find applicants who meet their hiring standards. This indicates a very good outlook for qualified job seekers. Annual turnover is estimated to be moderate (20- 29%).

Size of Occupation

Small. There are approximately 345-420 pharmacy technicians currently employed in the North Bay Counties. Local surveys indicate about 80% are female.

Employment Trends

Local: The growth rate is projected to be faster than the average for all occupations through the year 2004. About 10-15 job openings are projected per year due to a net increase in occupation size. About 10-15 job openings are projected per year due to separations (workers retiring or leaving the occupation).

Nationwide: Employment of pharmacy technicians and assistants is expected to grow as fast as average for all occupations through 2008 due to the increased pharmaceutical needs of a larger and older population, and greater use of medication. The increased number of middle aged and elderly people will spur demand for technicians and assistants in all practice settings. The middle aged and elderly populations use more prescription drugs, on average, than younger people.

Other Information

Where the Jobs Are: Drug stores, grocery stores with in house pharmacies, and hospitals. Nationwide, less than 1% are self-employed.

Methods Used to Fill Job Openings: Most employers fill job openings by hiring referrals from employees and/or recruit applicants through newspaper advertisements. Many also fill openings by hiring unsolicited applicants. Some fill openings by hiring referrals from colleges and universities, schools and training programs, and/or through in-house promotion or transfer.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of administrative and clerical procedures and systems such as word processing systems, filing and records management systems, stenography and transcription, forms design principles, and other office procedures and terminology (4.16)
- Knowledge of the information and techniques needed to diagnose and treat injuries, diseases, and deformities. This includes symptoms, treatment alternatives, drug properties and interactions, and preventive health-care measures (4.00)
- Knowledge of electric circuit boards, processors, chips, and computer hardware and software, including applications and programming (3.66)

Skills:

- Using mathematics to solve problems (3.83)
- Understanding written sentences and paragraphs in work related documents (3.83)
- Listening to what other people are saying and asking questions as appropriate (3.33)
- Using scientific methods to solve problems (3.33)
- Knowing how to find information and identifying essential information (3.16)
- Communicating effectively with others in writing as indicated by the needs of the audience (3.00)
- Finding ways to structure or classify multiple pieces of information (2.83)
- Identifying the nature of problems (2.83)
- Inspecting and evaluating the quality of products (2.83)
- Working with new material or information to grasp its implications (2.66)

Abilities:

- The ability to correctly follow a given rule or set of rules in order to arrange things or actions in a certain order. The things or actions can include numbers, letters, words, pictures, procedures, sentences, and mathematical or logical operations. (3.40)
- The ability to add, subtract, multiply, or divide quickly and correctly (3.40)
- The ability to listen to and understand information and ideas presented through spoken words and sentences (3.00)

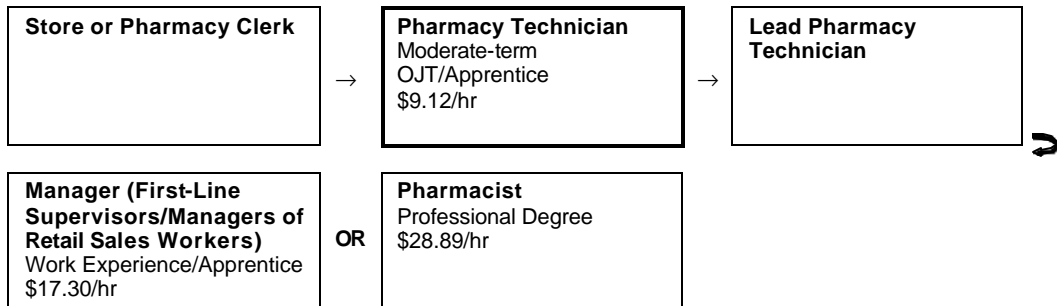
Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 2000: 15 employers surveyed representing 41 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Career Path: Pharmacy Technicians



Note: Interpersonal skills and knowledge of drugs may be important for career advancement.

Related Occupations Comparison

(Includes Standard Occupational Classification/O*NET codes)

Cardiovascular Technologists and Technicians ([29-2031.00](#))

Animal Breeders ([45-2021.00](#))

Opticians, Dispensing ([29-2081.00](#))

Medical Secretaries ([43-6013.00](#))

Dental Assistants ([31-9091.00](#))

Medical Records and Health Information Technicians ([29-2071.00](#))

Pharmacy Technicians ([29-2052.00](#))

Education

Associate Degree

Short-term OJT

Long-term OJT/Apprentice

Vocational Training/Apprentice

Moderate-term OJT/Apprentice

Associate Degree/Apprentice

Moderate-term OJT/Apprentice \$9.12/hr

Wage

\$12.67/hr

\$12.23/hr

\$11.78/hr

\$11.26/hr

\$11.22/hr

\$10.57/hr

U.S. Department of Labor Sources:

O*NET Database, version 3.0 (most closely related occupations)

Bureau of Labor Statistics' Projections of Employment

Bureau of Labor Statistics' Occupational Employment Statistics Programs (1998 National Wages)

INTRODUCING: Melinda Carlson

What is your job title?

Senior Pharmacy Technician.

What type of work do you do?

I fill prescriptions and type orders. I also do insurance third party billing and order inventory.

What are the things that attracted you to this type of work?

Well, I was already working in the store. The pay and the hours were better, and I enjoyed working with and learning about the different medicines.

What are the tasks you perform at work (skills)?

Overall, you should know the medication(s) and be able to decipher what the doctor has written.

If you were starting over to be a Pharmacy Technician, knowing what you know now, how would you better prepare yourself?

I would have more on-the-job training as a cashier and I would expand my multi-tasking ability.

What keeps you wanting to do this type of work?

I enjoy it. I like seeing both sides in working with the pharmacists and the patients.

What qualities, in your opinion, make a good Pharmacy Technician?

I would say multi-tasking abilities and being able to deal with customers. Each pharmacy is different and so are insurance policies. Knowing about insurance and how it works is extremely helpful.

Physical Therapy (PT) Aides

Physical therapy aides prepare patients and treatment area for physical therapy treatments and assist physical therapists with treatments such as gait training, hydrotherapy, and exercise programs. They transport patients to and from treatment area and assemble and maintain equipment and supplies. They may perform routine clerical and related tasks. They work under continuous on-site supervision of a licensed/registered physical therapist (OES 660172).

Wages and Fringe Benefits

New Hires/Inexp'd:	\$7.00 to \$22.00/hr	Median: \$10.00/hr
New Hires/Exp'd:	\$8.00 to \$23.01/hr	Median: \$10.00/hr
Exp'd/After 3 Years:	\$9.64 to \$25.00/hr	Median: \$12.39/hr

Benefits: EMPLOYER PAID: Many employers provide medical insurance. Most provide sick leave and a vacation. Many also provide dental and life insurance. Some provide vision insurance.

SHARED COST: Some employers provide medical insurance. Many provide a retirement plan. Some also provide dental and vision insurance. For part-time employees: Some employers provide medical insurance. Many provide sick leave and a vacation. Some also provide dental insurance, vision insurance, life insurance, and a retirement plan.

Hours: Most jobs are 15-27 hours per week. Some jobs are 35-40 hours per week.

Training, Experience, and Other Requirements

License: None

Education: Many employers require a high school diploma or equivalent for job entry. Some require an associate degree.

Experience: Most employers do not require prior experience.

Training: Employers generally provide on-the-job training for this occupation, although related training programs are offered by:

Solano County Regional Occupational Program; Sonoma County Regional Occupational Program

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find applicants who meet their hiring standards. This indicates a good outlook for qualified job seekers. Annual turnover is estimated to be very high (40% or more).

Size of Occupation

Small. There are approximately 160-195 physical therapy aides currently employed in the North Bay Counties. Local surveys indicate about 75% are female.

Employment Trends

Local: The growth rate is projected to be faster than the average for all occupations through the year 2004. Less than 10 job openings are projected per year due to a net increase in occupation size. Less than 10 job openings are projected per year due to separations (workers retiring or leaving the occupation).

Nationwide: Employment of physical therapist assistants and aides is expected to grow much faster than the average through the year 2008. However, Federal legislation imposing limits on reimbursement for therapy services may continue to adversely affect the job market for physical therapist assistants and aides in the near term.

Other Information

Where the Jobs Are: Offices of physical therapists, hospitals, and clinics. Nationwide, less than 1% are self-employed.

Methods Used to Fill Job Openings: Almost all employers fill openings by hiring referrals from employees. Most also recruit applicants through newspaper advertisements and/or fill openings by hiring unsolicited applicants. Some fill openings by hiring referrals from colleges and universities.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of information and techniques needed to rehabilitate physical and mental ailments and to provide career guidance including alternative treatments, rehabilitation equipment and its proper use, and methods to evaluate treatment effects (4.66)
- Knowledge of principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques (4.33)
- Knowledge of instructional methods and training techniques including curriculum design principles, learning theory, group and individual teaching techniques, design of individual development plans, and test design principles (3.50)

Skills:

- Talking to others to effectively convey information (3.83)
- Teaching others how to do something (3.66)
- Being aware of others' reactions and understanding why they react the way they do (3.50)
- Listening to what other people are saying and asking questions as appropriate (3.50)
- Actively looking for ways to help people (3.50)
- Assessing how well one is doing when learning or doing something (3.50)
- Understanding written sentences and paragraphs in work related documents (3.50)
- Generating or adapting equipment and technology to serve user needs (3.33)
- Knowing how to find information and identifying essential information (3.33)
- Using multiple approaches when learning or teaching new things (3.33)

Abilities:

- The ability to communicate information and ideas in speaking so others will understand (4.20)
- The ability to listen to and understand information and ideas presented through spoken words and sentences (3.80)
- The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem. (3.20)

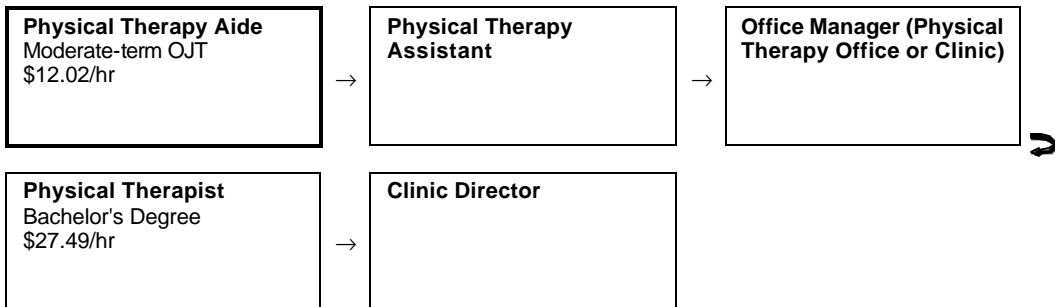
Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 2000: 14 employers surveyed representing 61 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Career Path: Physical Therapy (PT) Aides



Note: Interpersonal and organizational skills may be important for career advancement.

Related Occupations Comparison

(Includes Standard Occupational Classification/O*NET codes)

Physical Therapists ([29-1123.00](#))

Child, Family, and School Social Workers ([21-1021.00](#))

Recreational Therapists ([29-1125.00](#))

Athletic Trainers ([29-9091.00](#))

Physical Therapist Aides (31-2022.00)

Social and Human Service Assistants ([21-1093.00](#))

Education

Bachelor's Degree

Bachelor's Degree

Bachelor's Degree

Long-term OJT

Moderate-term OJT

Moderate-term OJT

Wage

\$27.49/hr

\$15.52/hr

\$13.98/hr

\$12.68/hr

\$12.02/hr

\$10.93/hr

U.S. Department of Labor Sources:

O*NET Database, version 3.0 (most closely related occupations)

Bureau of Labor Statistics' Projections of Employment

Bureau of Labor Statistics' Occupational Employment Statistics Programs (1998 National Wages)

INTRODUCING: Estella Mendoza

What is your job title?

I am a Physical Therapy Aide.

What type of work do you do?

As a physical therapy aide, I have to be with patients and handle basic office/clerical duties. I update notes on charts and continue the physical therapy exercise(s) with the patient. I have to do anything that the physical therapist may not have the time for, although he has to co-sign everything that I do. I take care of a lot of paperwork.

What are the things that attracted you to this type of work?

I like helping people and seeing them recover.

What are the tasks you perform at work (skills)?

You have to know how to do the paper work, which includes knowing how to deal with the insurance companies. Knowing the exercises for the patients is important, too. You must be able to gauge a patient's abilities to find out if they should increase or decrease the exercises.

If you were starting over to be a Physical Therapy Aide, knowing what you know now, how would you better prepare yourself?

I think I'd learn more about the exercise equipment.

What keeps you wanting to do this type of work?

I think it's a really fun job. You meet people who really can't do anything, and then two weeks later they can do a lot more than before. For example, if they came here after shoulder surgery or something...and four weeks later they can dress themselves and do things around the house. That's a really great process to watch.

What qualities, in your opinion, make a good Physical Therapy Aide?

You have to be positive all the time, no matter what. Every person that we have is always in pain. Sometimes it's worse and sometimes it's better, but they're still in pain. If you're in a bad mood, it can make them feel worse. So, someone who's pleasant, has a good outlook, and smiles all the time will help them feel a little bit better.

Physical Therapy (PT) Assistants

Physical therapy assistants administer and assist with physical therapy treatments as planned and directed by a physical therapist. They administer treatments such as exercise, gait training, massage, whirlpool, and hot packs. They instruct, motivate, and assist patients with learning and improving functional activities. They may record patient treatments and maintain patient records (OES 660171).

Wages and Fringe Benefits

New Hires/Inexp'd:	\$8.00 to \$14.38/hr	Median: \$12.75/hr
New Hires/Exp'd:	\$8.00 to \$24.00/hr	Median: \$15.00/hr
Exp'd/After 3 Years:	\$11.50 to \$25.00/hr	Median: \$17.00/hr

Benefits: EMPLOYER PAID: Some employers provide medical insurance. Most provide a vacation, sick leave, and a retirement plan. Some also provide dental and life insurance. SHARED COST: Some employers provide medical insurance and dental insurance. For part-time employees: Some employers provide medical insurance. Many provide a vacation and sick leave. Some also provide a retirement plan.

Hours: Many jobs are 36-40 hours per week. Many other jobs are 8-28 hours per week.

Training, Experience, and Other Requirements

License: Required for this occupation; contact the State Medical Board, Physical Therapy Examining Committee at 916-263-2550 for licensing information.

Education: Many employers require an associate degree for job entry. Many others are willing to accept a high school level education.

Experience: Most employers do not require prior experience.

Training: Many employers report that word processing skills are important. Some also report that spreadsheet skills are important. Employers generally provide on-the-job training for this occupation, although related training programs are offered by:

Western Institute of Science & Health

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find applicants who meet their hiring standards. This indicates a good outlook for qualified job seekers. Annual turnover is estimated to be low (10-19%).

Size of Occupation

Small. There are approximately 240-295 physical therapy assistants currently employed in the North Bay Counties. Local surveys indicate about 50% are female.

Employment Trends

Local: The growth rate is projected to be faster than the average for all occupations through the year 2004. About 10-15 job openings are projected per year due to a net increase in occupation size. Less than 10 job openings are projected per year due to separations (workers retiring or leaving the occupation).

Nationwide: Employment of physical therapist assistants and aides is expected to grow much faster than the average through the year 2008. However, Federal legislation imposing limits on reimbursement for therapy services may continue to adversely affect the job market for physical therapist assistants and aides in the near term.

Other Information

Where the Jobs Are: Offices of physical therapists, hospitals, and clinics. Nationwide, less than 1% are self-employed.

Methods Used to Fill Job Openings: Most employers recruit applicants through newspaper advertisements and/or fill openings by hiring referrals from employees. Many also fill job openings by hiring referrals from schools and training programs and/or by hiring unsolicited applicants. Some fill openings through in-house promotion or transfer.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of information and techniques needed to rehabilitate physical and mental ailments and to provide career guidance including alternative treatments, rehabilitation equipment and its proper use, and methods to evaluate treatment effects (4.66)
- Knowledge of principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques (4.33)
- Knowledge of instructional methods and training techniques including curriculum design principles, learning theory, group and individual teaching techniques, design of individual development plans, and test design principles (3.50)

Skills:

- Talking to others to effectively convey information (3.83)
- Teaching others how to do something (3.66)
- Being aware of others' reactions and understanding why they react the way they do (3.50)
- Listening to what other people are saying and asking questions as appropriate (3.50)
- Actively looking for ways to help people (3.50)
- Assessing how well one is doing when learning or doing something (3.50)
- Understanding written sentences and paragraphs in work related documents (3.50)
- Generating or adapting equipment and technology to serve user needs (3.33)
- Knowing how to find information and identifying essential information (3.33)
- Using multiple approaches when learning or teaching new things (3.33)

Abilities:

- The ability to communicate information and ideas in speaking so others will understand (4.20)
- The ability to listen to and understand information and ideas presented through spoken words and sentences (3.80)
- The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem. (3.20)

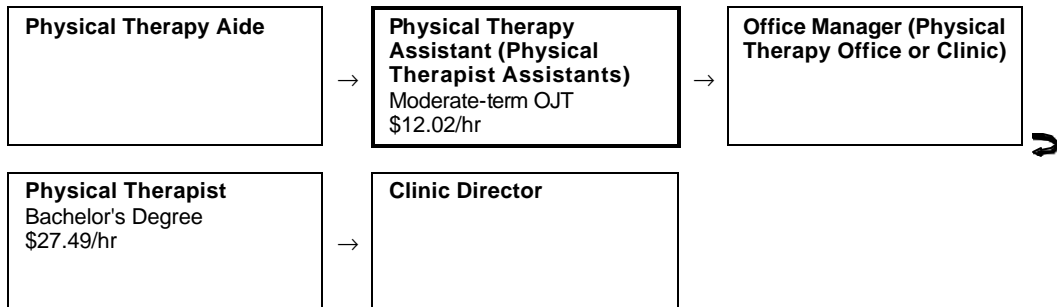
Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 2000: 15 employers surveyed representing 27 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Career Path: Physical Therapy (PT) Assistants



Note: Interpersonal and organizational skills may be important for career advancement.

Related Occupations Comparison

(Includes Standard Occupational Classification/O*NET codes)

Physical Therapists ([29-1123.00](#))

Child, Family, and School Social Workers ([21-1021.00](#))

Recreational Therapists ([29-1125.00](#))

Athletic Trainers ([29-9091.00](#))

Physical Therapist Assistants (31-2021.00)

Social and Human Service Assistants ([21-1093.00](#))

Education

Bachelor's Degree

Bachelor's Degree

Bachelor's Degree

Long-term OJT

Moderate-term OJT

Moderate-term OJT

Wage

\$27.49/hr

\$15.52/hr

\$13.98/hr

\$12.68/hr

\$12.02/hr

\$10.93/hr

U.S. Department of Labor Sources:

O*NET Database, version 3.0 (most closely related occupations)

Bureau of Labor Statistics' Projections of Employment

Bureau of Labor Statistics' Occupational Employment Statistics Programs (1998 National Wages)

INTRODUCING: Sara Hernandez

What is your job title?

Physical Therapist Assistant.

What type of work do you do?

I work hands-on with patients doing exercises and rehabilitation for injuries or strengthening purposes. After surgery, muscles react differently and we work to get them back to normal. We do this using modalities such as ultrasound or electrical stimulation. We also have them do some exercise routines to get their muscles back to their normal strength.

What are the things that attracted you to this type of work?

I like working with the elderly and watching the recovery of people.

What are the tasks you perform at work (skills)?

I do things that the aides do, like assisting the doctor with patient needs. But I also work with them on my own performing what's called joint mobilization. It's a little difficult to understand unless you've been to school for it.

If you were starting over to be a Physical Therapy Assistant, knowing what you know now, how would you better prepare yourself?

I would have paid more attention in school. I would also do more outside reading and do some volunteering at different physical therapy places, because actually being there and seeing what goes on is the better way to learn.

What keeps you wanting to do this type of work?

It's the satisfaction of knowing that I'm helping someone. I enjoy working with elderly people and watching somebody that's hurt get better. It's nice to know that you were part of their recovery.

What qualities, in your opinion, make a good Physical Therapy Assistant?

I know a lot of people that go into the field and don't really know too much about it. They heard a few things and then decided to go that route before they did some volunteering work. Understanding what you're getting yourself into is really important because it will affect the way you treat people.

Plumbers, Pipefitters, and Steamfitters

Plumbers, pipefitters, and steamfitters assemble, install, alter and repair pipe systems (metal, plastic, ceramic, composition, etc.) that carry water, steam, air, or other liquids or gases. Does not include plumbers and pipefitters who primarily install and repair heating, air conditioning, and refrigeration systems (OES 875020).

Wages and Fringe Benefits

New Hires/Inexp'd:	\$7.67 to \$13.00/hr	Median: \$10.00/hr
New Hires/Exp'd:	\$9.00 to \$22.00/hr	Median: \$15.00/hr
Exp'd/After 3 Years:	\$15.00 to \$29.83/hr	Median: \$24.50/hr

Benefits: EMPLOYER PAID: Most employers provide medical insurance and a vacation. Many also provide a retirement plan. Some provide dental insurance, vision insurance, and sick leave. A few provide life insurance. SHARED COST: A few employers provide dental and vision insurance.

Hours: Almost all jobs are 35-45 hours per week.

Training, Experience, and Other Requirements

License: Not required, except for individuals who want to be licensed as plumbing contractors; contact the Contractors State License Board at 916-255-3900 for licensing information.

Education: Many employers are willing to accept less than a high school level education for job entry. Many others require a high school diploma or equivalent.

Experience: Many employers do not require prior experience. Many others require 6-36 months of prior experience. Most employers are willing to accept training as a substitute for experience.

Training: Apprenticeship training takes about 5 years to complete and to achieve journey-level status. However, no local programs were identified for this occupation.

Supply/Demand Assessment

Employers generally report that it is very difficult to find applicants who meet their hiring standards. This indicates a very good outlook for qualified job seekers. Annual turnover is estimated to be very high (40% or more).

Size of Occupation

Medium. There are approximately 820-1,000 plumbers currently employed in the North Bay Counties. Local surveys indicate less than 5% are female. A few jobs are union.

Employment Trends

Local: The growth rate is projected to be the slower than the average for all occupations through the year 2004. About 20-25 job openings are projected per year due to a net increase in occupation size. About 15-20 job openings are projected per year due to separations (workers retiring or leaving the occupation).

Nationwide: Employment of plumbers, pipefitters, and steamfitters is expected to grow more slowly than the average for all occupations through the year 2008.

Other Information

Where the Jobs Are: Plumbing, heating, and air conditioning contractors. Nationally, about 18% are self-employed.

Methods Used to Fill Job Openings: Almost all employers recruit applicants through newspaper advertisements. Most also fill openings by hiring referrals from employees. Some fill openings by hiring unsolicited applicants.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of materials, methods, and the appropriate tools to construct objects, structures, and buildings (4.20)
- Knowledge of machines and tools, including their designs, uses, benefits, repair, and maintenance (4.20)
- Knowledge of equipment, tools, mechanical devices, and their uses to produce motion, light, power, technology, and other applications (2.60)

Skills:

- Installing equipment, machines, wiring, or programs to meet specifications (3.60)
- Repairing machines or systems using the needed tools (3.40)
- Determining the kind of tools and equipment needed to do a job (3.40)
- Controlling operations of equipment or systems (3.40)
- Determining what is causing an operating error and deciding what to do about it (3.20)
- Identifying the nature of problems (3.20)
- Adjusting actions in relation to others' actions (3.20)
- Understanding written sentences and paragraphs in work related documents (3.00)
- Inspecting and evaluating the quality of products (3.00)
- Performing routine maintenance and determining when and what kind of maintenance is needed (3.00)

Abilities:

- The ability to imagine how something will look after it is moved around or when its parts are moved or rearranged (4.75)
- The ability to quickly make coordinated movements of one hand, a hand together with its arm, or two hands to grasp, manipulate, or assemble objects (4.75)
- The ability to make precisely coordinated movements of the fingers of one or both hands to grasp, manipulate, or assemble very small objects (4.25)

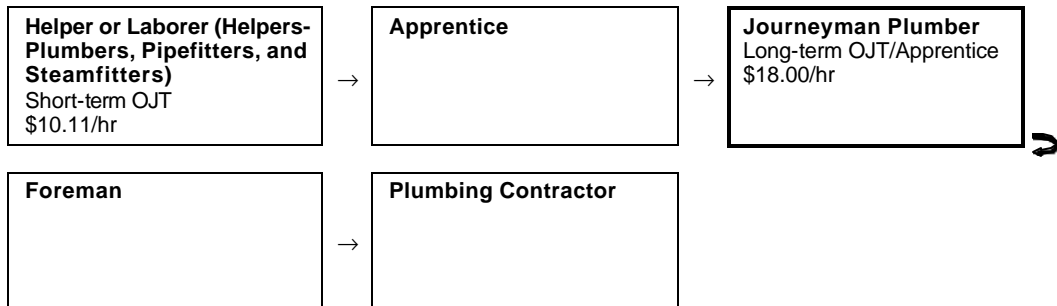
Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 2000: 16 employers surveyed representing 180 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Career Path: Plumbers, Pipefitters, and Steamfitters



Note: Knowledge of plumbing industry and management skills may be important for career advancement.

Related Occupations Comparison

*(Includes Standard Occupational Classification/O*NET codes)*

Boilermakers ([47-2011.00](#))

Plumbers (47-2152.02)

Aircraft Structure Assemblers, Precision ([51-2011.01](#))

Rail Car Repairers ([49-3043.00](#))

Pipe Fitters ([47-2152.01](#))

Ship Carpenters and Joiners ([47-2031.04](#))

Refractory Materials Repairers, Except Brickmasons ([49-9045.00](#))

Welders and Cutters ([51-4121.02](#))

Welder-Fitters ([51-4121.03](#))

Helpers--Pipelayers, Plumbers, Pipefitters ([47-3015.00](#))

Education

Long-term OJT/Apprentice \$18.82/hr

Long-term OJT/Apprentice \$18.00/hr

Work Experience/Apprentice \$17.83/hr

Long-term OJT/Apprentice \$17.47/hr

Long-term OJT/Apprentice \$16.50/hr

Long-term OJT/Apprentice \$15.20/hr

Moderate-term OJT \$14.63/hr

Vocational Training/Apprentice \$13.18/hr

Vocational Training/Apprentice \$13.18/hr

Short-term OJT \$10.11/hr

U.S. Department of Labor Sources:

*O*NET Database, version 3.0 (most closely related occupations)*

Bureau of Labor Statistics' Projections of Employment

Bureau of Labor Statistics' Occupational Employment Statistics Programs (1998 National Wages)

INTRODUCING: Mark Zunie

What is your job title?

I am a Plumber.

What kind of work do you do?

I install water and waste systems so people can wash dishes, take a bath, take a shower, etc. I design the layout as well.

What are the things that attracted you to this type of work?

My friend mentioned a plumbing position to me at a prison that was being built. Within the first day, I was drilling holes in concrete, cutting pieces of metal and bolting them to the floors. I enjoyed the quick learning process and the hands-on orientation of the job.

What kind of things do you do at work (skills)?

I install heaters, water lines, and gas lines. I install the entire plumbing system in a new building. I have a lot of tools that I have either bought or had to make myself.

If you were starting over to be a plumber, knowing what you know now, how would you better prepare yourself?

I would have studied more math. This job requires the constant measuring of many different things; you have to figure out what size pipes you need, how strong the water pressure will be, and where outlets and faucets will be installed. Sometimes you even have to know some trigonometry, because if you don't, you'll end up cutting something incorrectly, or damaging something else.

What keeps you wanting to do this type of work?

I would say the variety of it. The job changes constantly- from renovations, like putting in hot tubs and heaters, to working on a high rise using iron materials, to getting rain water from the roof or waste from sewage lines. It's very hard to get bored in this line of work.

What qualities make an exceptional plumber?

Doing things right the first time, I would say. You can always do a quick job on something that no one will see, but it will catch up to you later. Problem solving skills are very good to have, too. You have to be very inventive sometimes to assess something and know how to get the job done without wasting time or materials.

Quality Assurance Managers

Also known as quality control managers.

Quality assurance managers set up systems, processes and implement new programs. They manage/implement quality, reliability and product safety and administer ISO9000 activities. They are responsible for developing and administering quality control programs, and ensure quality control procedures and policies are coordinated throughout the company. They are responsible for establishing testing policies and procedures for maintaining a program that will meet the quality control needs of the entire organization. They are also responsible for assessing compliance to regulatory and manufacturing specs (Modified DOT 169.167-995).

Wages and Fringe Benefits

New Hires/Inexp'd:	Insufficient Data	
New Hires/Exp'd:	\$10.00 to \$19.18/hr	Median: \$14.92/hr
Exp'd/After 3 Years:	\$12.00 to \$27.90/hr	Median: \$17.43/hr

Benefits: EMPLOYER PAID: Many employers provide medical insurance. Almost all provide a vacation. Most provide sick leave. Many also provide dental insurance. Some provide a retirement plan, vision insurance, and life insurance. SHARED COST: Many employers provide medical insurance. Most provide a retirement plan. Many also provide dental, life, and vision insurance.

Hours: Almost all jobs are 40-55 hours per week.

Training, Experience, and Other Requirements

License: None

Education: Most employers require a bachelor degree for job entry. Some are willing to accept an associate degree.

Experience: Almost all employers require 1-5 years of related experience. Some employers are willing to accept training as a substitute for experience.

Training: Almost all employers report that word processing and spreadsheet skills are important. Many also report that database skills are important. Training for this occupation is typically learned on-the-job and varies by industry. Refer to Business Related Occupations in the Occupation-Training Index for a list of training providers with related programs.

Supply/Demand Assessment

Employers generally report that it is very difficult to find applicants who meet their hiring standards. This indicates a very good outlook for qualified job seekers. Annual turnover is estimated to be very high (40% or more).

Size of Occupation

Small. There are approximately 200-300 quality assurance managers currently employed in the North Bay Counties. Local surveys indicate about 55% are female.

Employment Trends

Local: Insufficient data; however, almost all employers surveyed expect their employment for this occupation to remain stable over the next two years.

Nationwide: Employment growth will reflect industry growth and the continuing self-enforcement of government and company regulations and policies, particularly among franchise operations in various industries.

Other Information

Where the Jobs Are: In a variety of manufacturing and production related industries.

Methods Used to Fill Job Openings: Most employers recruit applicants through newspaper advertisements. Many fill openings by hiring referrals from employees and/or colleges and universities. Some fill openings by hiring referrals from employment agencies. Some also fill openings through in-house promotion or transfer and/or recruit applicants through internet job listings.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of inputs, outputs, raw materials, waste, quality control, costs, and techniques for maximizing the manufacture and distribution of goods (5.00)
- Knowledge of principles and processes involved in business and organizational planning, coordination, and execution. This includes strategic planning, resource allocation, manpower modeling, leadership techniques, and production methods (4.91)
- Knowledge of policies and practices involved in personnel/human resource functions. This includes recruitment, selection, training, and promotion regulations and procedures; compensation and benefits packages; labor relations and negotiation strategies (3.68)

Skills:

- Adjusting actions in relation to others' actions (4.50)
- Inspecting and evaluating the quality of products (4.25)
- Weighing the relative costs and benefits of a potential action (4.16)
- Developing approaches for implementing an idea (4.16)
- Identifying the nature of problems (4.16)
- Motivating, developing, and directing people as they work, identifying the best people for the job (4.08)
- Talking to others to effectively convey information (3.91)
- Identifying the things that must be changed to achieve a goal (3.83)
- Determining the long-term outcomes of a change in operations (3.75)
- Using logic and analysis to identify the strengths and weaknesses of different approaches (3.66)

Abilities:

- The ability to communicate information and ideas in speaking so others will understand (4.50)
- The ability to listen to and understand information and ideas presented through spoken words and sentences (4.25)
- The ability to read and understand information and ideas presented in writing (4.08)

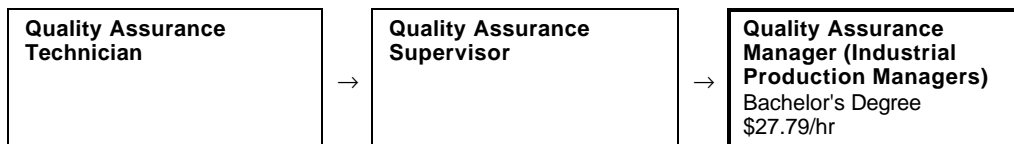
Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 2000: 15 employers surveyed representing 29 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Career Path: Quality Assurance Managers



Note: Leadership skills and continuing education may be important for career advancement.

Related Occupations Comparison

(Includes Standard Occupational Classification/O*NET codes)

	Education	Wage
Private Sector Executives (11-1011.02)	Bachelor's Degree/Work Experience	\$30.08/hr
Industrial Production Managers (11-3051.00)	Bachelor's Degree	\$27.79/hr
Storage and Distribution Managers (11-3071.02)	Bachelor's Degree/Work Experience	\$26.11/hr
Agricultural Crop Farm Managers (11-9011.02)	Short-term OJT	\$25.54/hr
Industrial Engineering Technicians (17-3026.00)	Associate Degree/Apprentice	\$19.84/hr
First-Line Supervisors/Managers of Production and Operating Workers (51-1011.00)	Work Experience	\$18.71/hr
Purchasing Agents and Buyers, Farm Products (13-1021.00)	Bachelor's Degree	\$17.55/hr
First-Line Supervisors/Managers of Helpers, Laborers, and Material Movers, Hand (53-1021.00)	Work Experience	\$15.52/hr
First-Line Supervisors and Manager/Supervisors - Logging Workers (45-1011.05)	Work Experience	\$14.50/hr

U.S. Department of Labor Sources:

O*NET Database, version 3.0 (most closely related occupations)

Bureau of Labor Statistics' Projections of Employment

Bureau of Labor Statistics' Occupational Employment Statistics Programs (1998 National Wages)

INTRODUCING: Isidro Laron

What is your job title?

Production Planner.

What kind of work do you do?

I look ahead- six months ahead, a year ahead. Based on the forecast provided for us from the sales group, I figure out what we'll need in the future. Mostly this is in regard to staffing. On a daily basis we figure out how much candy to make and when to make it. In a nutshell, that's what I do.

What are the things that attracted you to this type of work?

I started out at the company 24 years ago as a production worker right out of high school. A friend told me about this candy company that had decided to hire young kids in hopes that maybe they'd grow with the company. So I started out as a production worker and worked up to the position I'm in now. I've worked in almost all the departments. The good thing about this company is that if you know what you're doing and they (management) think that you're capable of doing a job, they will promote you. So they recognize you and you're just not about a number.

What kind of things do you do at work (skills)?

Using a program called MRT, (Material Requirement Transaction) I keep track of what product we have on hand. It tells you what's being ordered against what you have in stock. It also tells you what's forecasted so I can decide if we need more of anything. I use it to keep track of re-order points, too. For instance, if the forecast is for 200 cases, you'll still have the 200 cases you need for certain. But you need a safety spot incase there's an unexpected increase.

If you were starting over to be an industrial production manager, knowing what you know now, how would you better prepare yourself?

I would definitely go to college and get a degree in Business. Since I work with so many numbers, I'd say I'd want to know math a little better than I did when I started.

What keeps you wanting to do this type of work?

You need to take a look at the total picture. I look at the growth of the company on a yearly basis with regard to where we started and where we're going. I ask myself, "Am I part of this growth?" or "Did I make a difference in this growth?" This company is very family oriented. How I can make a difference in this company is what keeps me motivated. I also enjoy the different challenges that I face on a daily basis; I can count on two hands the number of times that I have been bored over a span of 24 years.

What qualities make an exceptional Industrial Production Manager?

You need to know the people that work for you- how they are or handle stress, knowing what they're capable of doing, and what makes them tick. They say that you should treat people the same way, and to a point that's correct. However, you need to adjust the way you treat different people in order for you to be a successful manager. So the way I would do it is to treat people fairly, but always in relation to who and how they are.

Receptionists and Information Clerks

Receptionists and information clerks answer inquiries and obtain information for the general public (customers, visitors, and other interested parties) concerning activities conducted at an establishment, such as the location of offices or persons within the firm, departments within the store, or services within the hotel. They may perform a variety of other clerical duties. Does not include receptionists who primarily operate switchboards (OES 553050).

Wages and Fringe Benefits

New Hires/Inexp'd:	\$9.00 to \$13.15/hr	Median: \$11.00/hr
New Hires/Exp'd:	\$8.00 to \$14.25/hr	Median: \$11.00/hr
Exp'd/After 3 Years:	\$10.00 to \$17.26/hr	Median: \$13.50/hr

Benefits: EMPLOYER PAID: Some employers provide medical insurance. Almost all provide a vacation. Most provide sick leave. Many also provide a retirement plan. Some provide dental and life insurance. SHARED COST: Some employers provide medical insurance. Many provide a retirement plan. Some also provide dental and vision insurance.

Hours: Most jobs are 35-40 hours per week. Some jobs are temporary or on-call.

Training, Experience, and Other Requirements

License: None

Education: Most employers require a high school diploma or equivalent for job entry.

Experience: Many employers do not require prior experience. Many others require 9-24 months of prior experience. Many employers are willing to accept training as a substitute for experience.

Training: Most employers report that word processing skills are important. Many also report that spreadsheet skills are important. Some report that database skills are important. Employers generally provide on-the-job training for this occupation. Refer to Receptionists and/or Secretarial/Administrative Support Occupations in the Occupation-Training Index for a list of training providers with related programs.

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find applicants who meet their hiring standards. This indicates a good outlook for qualified job seekers. Annual turnover estimated to be very low (less than 10%). This turnover rate does not include temporary/on-call employment.

Size of Occupation

Very large. There are approximately 5,085-6,215 receptionists and information clerks currently employed in the North Bay Counties. Local surveys indicate about 90% are female.

Employment Trends

Local: The growth rate is projected to be the same as the average for all occupations through the year 2004. About 135-165 job openings are projected per year due to a net increase in occupation size. About 100-120 job openings are projected per year due to separations (workers retiring or leaving the occupation).

Nationwide: Employment of receptionists is expected to grow faster than the average for all occupations through 2008. This increase will result from rapid growth in services industries including physician's offices, law firms, temporary help agencies, and consulting firms where most receptionists are employed.

Other Information

Where the Jobs Are: In a wide variety of industries, with about 1 in 4 employed by healthcare and dental services firms. Nationally, about 2% are self-employed.

Methods Used to Fill Job Openings: Almost all employers fill job openings by hiring referrals from employees. Most also recruit applicants through newspaper advertisements. Some fill job openings by hiring unsolicited applicants and/or referrals from employment agencies.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of administrative and clerical procedures and systems such as word processing systems, filing and records management systems, stenography and transcription, forms design principles, and other office procedures and terminology (4.50)
- Knowledge of principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques (4.16)
- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar (3.75)

Skills:

- Talking to others to effectively convey information (4.08)
- Actively looking for ways to help people (3.91)
- Listening to what other people are saying and asking questions as appropriate (3.91)
- Adjusting actions in relation to others' actions (3.50)
- Being aware of others' reactions and understanding why they react the way they do (3.41)
- Communicating effectively with others in writing as indicated by the needs of the audience (3.25)
- Understanding written sentences and paragraphs in work related documents (3.25)
- Managing one's own time and the time of others (3.00)
- Knowing how to find information and identifying essential information (2.75)
- Using mathematics to solve problems (2.66)

Abilities:

- The ability to speak clearly so that it is understandable to a listener (4.66)
- The ability to communicate information and ideas in speaking so others will understand (4.66)
- The ability to listen to and understand information and ideas presented through spoken words and sentences (4.33)

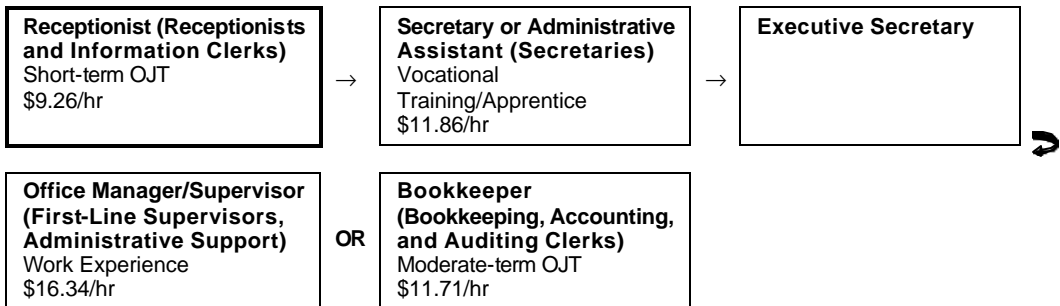
Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 2000: 16 employers surveyed representing 36 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Career Path: Receptionists and Information Clerks



Note: Communication and organizational skills, and continuing education, may be important for career advancement.

Related Occupations Comparison

(Includes Standard Occupational Classification/O*NET codes)

	Education	Wage
Insurance Claims Clerks (43-9041.01)	Moderate-term OJT	\$11.95/hr
Secretaries, Except Legal, Medical, and Executive (43-6014.00)	Vocational Training/Apprentice	\$11.86/hr
Order Clerks (43-4151.00)	Short-term OJT	\$10.99/hr
New Accounts Clerks (43-4141.00)	Work Experience	\$10.46/hr
Office Clerks, General (43-9061.00)	Short-term OJT	\$10.06/hr
Statement Clerks (43-3021.01)	Short-term OJT	\$9.37/hr
Receptionists and Information Clerks (43-4171.00)	Short-term OJT	\$9.26/hr
Switchboard Operators, Including Answering Service (43-2011.00)	Short-term OJT	\$9.19/hr
Counter and Rental Clerks (41-2021.00)	Short-term OJT	\$7.77/hr
Hotel, Motel, and Resort Desk Clerks (43-4081.00)	Short-term OJT	\$7.53/hr
Cashiers (41-2011.00)	Short-term OJT	\$7.32/hr

U.S. Department of Labor Sources:

O*NET Database, version 3.0 (most closely related occupations)

Bureau of Labor Statistics' Projections of Employment

Bureau of Labor Statistics' Occupational Employment Statistics Programs (1998 National Wages)

INTRODUCING: Myria Jones

What is your job title?

Administrative Clerk II.

What kind of work do you do?

I answer phones. I do database keyboarding, sort and distribute mail, take messages, and give out applications. I also direct people to the right place when they come in looking for an appointment.

What are the things that attracted you to this type of work?

I like to help people.

What kind of things do you do at work (skills)?

You have to have a lot of patience to deal with people who are low income. They really don't have a lot going for them right now, so I try to motivate them to get what they need and then direct them to the employment side. Once they find employment, they're much happier with their lives and with themselves.

If you were starting over to be a receptionist, knowing what you know now, how would you better prepare yourself?

I would do a lot more training because I came in from working in customer service. You need to know what to say, so you don't anger them, but I learned the hard way that interpersonal skills are vital. You want people leaving here happy, but you should also remember that you can't please everyone.

What keeps you wanting to do this type of work?

Again, it's the people. At first they come in here all mad and upset, but in the long run they appreciate that you were the one that helped them. And you're the one who helped them to finally find employment. It's interesting to watch them begin and struggle, but sometimes they have better jobs than I do after they leave.

What qualities make an exceptional receptionist?

Patience. Attitude. Respect for the clients. You can't ask for anything more than that because if you have respect for them, they'll have respect for you.

Registered Nurses (RNs)

Includes staff nurses.

Registered nurses administer nursing care to ill or injured persons. This group includes administrative, public health, industrial, private duty, and surgical nurses. Licensing or registration is required. Does not include nursing instructors and teachers (OES 325020).

Wages and Fringe Benefits

NON-UNION:

New Hires/Inexp'd:	\$14.38 to \$21.00/hr	Median: \$18.00/hr
New Hires/Exp'd:	\$10.23 to \$30.00/hr	Median: \$20.00/hr
Exp'd/After 3 Years:	\$17.58 to \$35.00/hr	Median: \$25.00/hr

UNION:

New Hires/Inexp'd:	Insufficient Data	
New Hires/Exp'd:	\$21.00 to \$29.00/hr	Median: \$25.08/hr
Exp'd/After 3 Years:	\$23.00 to \$33.00/hr	Median: \$28.45/hr

Benefits: EMPLOYER PAID: Most employers provide medical insurance. Almost all provide a vacation and sick leave. Most also provide vision insurance and a retirement plan. Many provide dental and life insurance. SHARED COST: Some employers provide a retirement plan, dental, vision, and life insurance. For part-time employees: Many employers provide medical insurance and other benefits, including a vacation and sick leave. Some also provide dental insurance, vision insurance, a retirement plan, and life insurance.

Hours: Many jobs are 40-60 hours per week. Some jobs are 7-32 hours per week. Some other jobs are temporary or on-call, ranging from 10-28 hours per week.

Training, Experience, and Other Requirements

License: Required for this occupation; contact the State Board of Registered Nursing at 916-322-3350 for information.

Education: Most employers require an associate degree for job entry. Some are willing to accept a high school diploma or equivalent.

Experience: Many employers do not require prior experience. Many others require 6-24 months of prior experience. Some employers are willing to accept training as a substitute for experience.

Training: Many RNs develop specialties, which usually require additional training or certification. Specialty areas include emergency room, surgery, intensive care, outpatient/clinic, anesthetist, pediatrics, obstetrics/gynecology, oncology and hospice, among others. Some employers report that word processing skills are important. Refer to the training directory for information on related programs offered by:

College of Marin; Dominican University of California; Napa Valley College; Pacific Union College; Santa Rosa Junior College; Solano Community College; Sonoma State University; Sonoma State University, Extended Education

Supply/Demand Assessment

Employers generally report that it is very difficult to find applicants who meet their hiring standards. This indicates a very good outlook for qualified job seekers. Annual turnover is estimated to be moderate (20-29%). This turnover rate does not include temporary or on-call employment.

Size of Occupation

Very large. There are approximately 6,785-8,290 registered nurses currently employed in the North Bay Counties. Local surveys indicate about 90% are female.

Employment Trends

Local: The growth rate is projected to be slower than the average for all occupations through the year 2004. About 150-180 job openings are projected per year due to a net increase in occupation size. About 100-120 job openings are projected per year due to separations (workers retiring or leaving the occupation).

Nationwide: Employment of registered nurses is expected to grow faster than the average for all occupations through 2008.

Other Information

Where the Jobs Are: Hospitals and clinics. Nationwide, less than 1% are self-employed.

Methods Used to Fill Job Openings: Almost all employers recruit applicants through newspaper advertisements. Most fill openings by hiring referrals from employees. Some fill openings by hiring referrals from schools and training programs and/or by hiring unsolicited applicants. Some also recruit applicants through internet job listings.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of the information and techniques needed to diagnose and treat injuries, diseases, and deformities. This includes symptoms, treatment alternatives, drug properties and interactions, and preventive health-care measures (4.83)
- Knowledge of plant and animal living tissue, cells, organisms, and entities, including their functions, interdependencies, and interactions with each other and the environment (4.50)
- Knowledge of principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques (4.33)

Skills:

- Talking to others to effectively convey information (4.16)
- Actively looking for ways to help people (4.16)
- Being aware of others' reactions and understanding why they react the way they do (3.91)
- Understanding written sentences and paragraphs in work related documents (3.91)
- Weighing the relative costs and benefits of a potential action (3.91)
- Using logic and analysis to identify the strengths and weaknesses of different approaches (3.83)

Abilities:

- The ability to communicate information and ideas in speaking so others will understand (4.75)
- The ability to listen to and understand information and ideas presented through spoken words and sentences (4.66)
- The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem. (4.66)

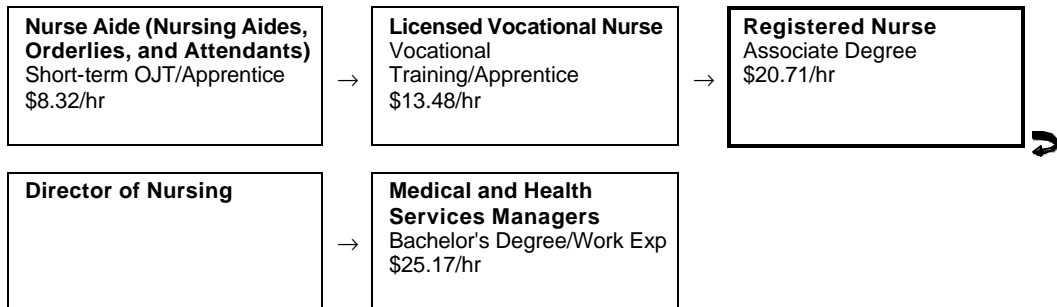
Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 2000: 17 employers surveyed representing 1,185 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Career Path: Registered Nurses



Note: Leadership and critical thinking skills, as well as continuing education, may be important for career advancement.

Related Occupations Comparison

(Includes Standard Occupational Classification/O*NET codes)

Surgeons ([29-1067.00](#))

Podiatrists ([29-1081.00](#))

Chiropractors ([29-1011.00](#))

Nursing Instructors and Teachers, Postsecondary ([25-1072.00](#))

Registered Nurses (29-1111.00)

Psychiatric Aides ([31-1013.00](#))

Medical Assistants ([31-9092.00](#))

Education

Professional Degree

Professional Degree

Professional Degree

Master's Degree

Associate Degree

Short-term OJT

Moderate-term OJT/Apprentice

Wage

\$49.05/hr

\$36.16/hr

\$32.41/hr

\$22.67/hr

\$20.71/hr

\$10.94/hr

\$10.18/hr

U.S. Department of Labor Sources:

O*NET Database, version 3.0 (most closely related occupations)

Bureau of Labor Statistics' Projections of Employment

Bureau of Labor Statistics' Occupational Employment Statistics Programs (1998 National Wages)

INTRODUCING: Rebecca Tabion

What is your job title?

I am a Charge Nurse and Night Supervisor.

What kind of work do you do?

I am a Registered Nurse. I am in charge of 30-31 patients on my ward and nursing for the night shift.

What are the things that attracted you to this type of work?

I wanted to go into agriculture. I was living in the Philippines and started taking the courses to do so. I had a few days off from school and my aunt talked with me. She encouraged me to be a nurse and pointed out that if I wanted to go to America, that nurses could easily get jobs. After starting classes in nursing, I realized that I liked helping and taking care of patients and making sure that their needs came first. I have been in nursing over 20 years. I enjoy when I help people and get praise from the patient, their families, doctors, or others. I can also work the shifts that I want to, and there are lots of jobs in many different places that make use of nurses.

What kind of things do you do at work (skills)?

I make sure the other “nurses” (nursing assistants) take care of the patients. This means I make sure they bathe them, keep them clean, turn them, feed them, and I also help in doing this. I give the medications. I also start, monitor, and stop IV’s. I talk with the patients and try to make them comfortable, because although some have families, most do not. I also have patients on “in-home” dialysis, which also requires monitoring. As the supervisor I help the other wards assess patients. We assess them to see if we need to call the doctor because the doctors almost never come to see the patients. If someone passes, I must follow the county laws and under certain circumstances, call the Coroner. If they have not been seen by a doctor in the last 20 days or have fallen recently, I must call the Coroner. I also call the family if there is any, or the Public Guardian.

If you were starting over to be an Registered Nurse, knowing what you know now, how would you better prepare yourself?

I would say that you must go to school and love nursing. You must be sure that this is what you want to do.

What keeps you wanting to do this type of work?

As I said the money is not bad and there is lots of work. I live in Sacramento and drive to work here because this facility is like a family. Don’t get me wrong- we have our problems but it’s like a family. I enjoy helping and serving others and getting praise. I feel special.

What qualities make an exceptional Registered Nurse?

You must know how to do procedures and give care by following the steps. You must love nursing as it can be a “dirty” job caring for the patients. An exceptional nurse talks with the patients, laughs with them, and even sings with them. She is caring and can follow the steps. She deals well with the patients and their families.

Salespersons - Retail (Except Vehicle Sales)

Also known as sales associates and sales clerks.

Retail salespersons, except vehicle sales sell a variety of merchandise to the public. They assist the customer in making selections, obtain or receive the merchandise, total the bill, receive the payment in cash or by check or credit card, operate a cash register, and make change for the customer. They may stock shelves and set up advertising displays. Does not include workers who work primarily as cashiers (OES 490112).

Wages and Fringe Benefits

New Hires/Inexp'd:	\$5.75 to \$9.00/hr	Median: \$7.00/hr
New Hires/Exp'd:	\$6.00 to \$10.00/hr	Median: \$8.50/hr
Exp'd/After 3 Years:	\$8.25 to \$14.00/hr	Median: \$10.00/hr

Benefits: EMPLOYER PAID: Many employers provide medical insurance. Most provide a paid vacation. Many also provide paid sick leave. Some provide dental and vision insurance. SHARED COST: Some employers provide medical insurance and other benefits, including a retirement plan, dental insurance, vision insurance, and life insurance. For part-time employees: A few employers provide medical insurance.

Hours: Many jobs are 15-32 hours per week. Many other jobs are 40-45 hours per week.

Training, Experience, and Other Requirements

License: None

Education: Many employers are willing to accept less than a high school level education for job entry. Many others require a high school diploma or equivalent.

Experience: Almost all employers do not require prior experience.

Training: Employers generally provide on-the-job training for this occupation, although related training programs are offered by:

Career Transitions; J Bass & Associates; Julie Nation Academy; Napa County Regional Occupational Program; Santa Rosa Junior College; Solano Community College; Solano County Regional Occupational Program; Sonoma County Regional Occupational Program

Supply/Demand Assessment

Employers generally report that it is very difficult to find applicants who meet their hiring standards. This indicates a very good outlook for qualified job seekers. Annual turnover is estimated to be very high (40% or more).

Size of Occupation

Very large. There are approximately 16,025-19,585 retail salespersons currently employed in the North Bay Counties. Local surveys indicate about 50% are female.

Employment Trends

Local: The growth rate is projected to be faster than the average for all occupations through the year 2004. About 525-640 job openings are projected per year due to a net increase in occupation size. About 555-675 job openings are projected per year due to separations (workers retiring or leaving the occupation).

Nationwide: Employment of retail salespersons is expected to increase about as fast as the average for all occupations through the year 2008 due to anticipated growth in retail sales created by a growing population.

Other Information

Where the Jobs Are: Retailers and specialty shops. Nationally, about 3% are self-employed.

Methods Used to Fill Job Openings: Most employers recruit applicants by hiring referrals from employees and/or by hiring unsolicited applicants. Many also recruit applicants through newspaper advertisements. Some fill job openings by hiring referrals from schools and training programs.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of principles and methods involved in showing, promoting, and selling products or services. This includes marketing strategies and tactics, product demonstration and sales techniques, and sales control systems (4.75)
- Knowledge of principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques (4.41)
- Knowledge of numbers, their operations, and interrelationships including arithmetic, algebra, geometry, calculus, statistics, and their applications (3.75)

Skills:

- Actively looking for ways to help people (4.66)
- Talking to others to effectively convey information (4.08)
- Being aware of others' reactions and understanding why they react the way they do (3.83)
- Listening to what other people are saying and asking questions as appropriate (3.66)
- Using mathematics to solve problems (3.33)
- Identifying the nature of problems (3.00)
- Communicating effectively with others in writing as indicated by the needs of the audience (2.58)
- Understanding written sentences and paragraphs in work related documents (2.58)

Abilities:

- The ability to communicate information and ideas in speaking so others will understand (4.66)
- The ability to listen to and understand information and ideas presented through spoken words and sentences (4.33)
- The ability to speak clearly so that it is understandable to a listener (4.16)

Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 2000: 16 employers surveyed representing 688 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Career Path: Salespersons-Retail (Except Vehicle Sales)



Note: People and customer service skills and product knowledge may be important for career advancement.

Related Occupations Comparison

*(Includes Standard Occupational Classification/O*NET codes)*

Sales Representatives, Agricultural ([41-4011.01](#))

Sales Representatives, Medical ([41-4011.05](#))

Sales Representatives, Instruments ([41-4011.06](#))

Customer Service Representatives, Utilities ([43-4051.02](#))

Driver/Sales Workers ([53-3031.00](#))

Retail Salespersons (41-2031.00)

Counter and Rental Clerks ([41-2021.00](#))

Education

Moderate-term OJT

Moderate-term OJT

Moderate-term OJT

Short-term OJT

Short-term OJT

Short-term OJT

Short-term OJT

Wage

\$24.28/hr

\$24.28/hr

\$24.28/hr

\$14.16/hr

\$10.34/hr

\$9.13/hr

\$7.77/hr

U.S. Department of Labor Sources:

*O*NET Database, version 3.0 (most closely related occupations)*

Bureau of Labor Statistics' Projections of Employment

Bureau of Labor Statistics' Occupational Employment Statistics Programs (1998 National Wages)

INTRODUCING: Arica Grafton

What is your job title?

My main title is Sales Associate.

What type of work do you do?

I deal with credit cards and am in charge of different activities that we conduct to boost credit card applications. We also work with hundreds of women every day as they come in to shop for personal items. We assist them in finding correct sizes as well as what's comfortable for them. It's a very large business and there's a lot of volume that comes through. We ensure that our sales are high enough for the company.

What are the things that attracted you to this type of work?

I like working with and helping people on a more personal level. This company has a good balance of work and personal involvement with the clientele and I enjoy that. I've had different jobs in the medical field where you deal with fewer people, but at a higher level of intensity. This type of work is done more at the surface level, but it's also very personal. There's a lot of variety as well. Something different happens every day and I enjoy that, too. It's very spontaneous.

What are the tasks that you perform at work?

We get credit card sign-ups frequently, which is really important for the company and the different promotions we run. We meet once a month after hours to change the floor set of the store. We promote products for the new season and stay organized to keep up with the different products coming out. We work one on one with the women and try to make it easy for them.

If you were starting over to be a retail salesperson, knowing what you know now, how would you better prepare yourself?

If I knew what I know now, I wouldn't have been as shy and I wouldn't have withdrawn myself as much. I would have gone out earlier and found another job that involved helping people so that I understood the whole concept of caring about the customer. I also would try to get some experience so that I had a better perspective of sales. My idea was that all salespeople were pushy and presumptuous, so I didn't know how to get the balance to where I was selling, but also helping.

What keeps you wanting to do this type of work?

I like helping people and making them happy and that's what makes me happy, so it's a good place for me. I like the flexibility and the closeness with my managers and the team. Overall it lets me keep a good balance of life and work, but again it's also very rewarding to help people.

What qualities, in your opinion, make a good retail salesperson?

A big heart, a lot of compassion, and not just the typical wheeler/dealer salesman attitude. Also, the ability to really see what customers need or want will help you make a sale and leave the customer feeling satisfied with your service. It's also important that you really care about the people you're working with and you're working for.

Teachers - Elementary School

Elementary school teachers teach elementary (kindergarten through eighth grade) pupils in public or private schools basic academic, social, and other formative skills. Does not include special education teachers who teach only handicapped pupils (OES 313050).

Wages and Fringe Benefits

New Hires/Inexp'd:	\$12.00 to \$25.31/hr	Median: \$17.16/hr
New Hires/Exp'd:	\$14.39 to \$21.37/hr	Median: \$17.85/hr
Exp'd/After 3 Years:	\$15.00 to \$22.47/hr	Median: \$19.18/hr

Wages for teachers are typically paid on an annual basis. For inexperienced new hires, salaries range from \$20,000 to \$36,000. For experienced new hires, salaries range from \$25,000 to \$39,000. For experienced employees after 3 years, salaries range from \$25,000 to \$45,000. Teachers typically work nine months per year.

Benefits: EMPLOYER PAID: Most employers provide medical insurance and other benefits, including sick leave and dental insurance. Many also provide vision insurance and a retirement plan. Some provide life insurance and a vacation. SHARED COST: Some employers provide medical insurance. Many provide a retirement plan. Some also provide dental, vision, and life insurance. For part-time employees: Most employers provide medical insurance and dental insurance. Many also provide sick leave and a retirement plan. Some provide vision insurance and a vacation. A few provide life insurance.

Hours: Most jobs are 35-45 hours per week. Some jobs are 12-32 hours per week.

Training, Experience, and Other Requirements

License: Requirements vary, depending on the type of school. For public schools, contact the State Commission on Teacher Credentialing at 916-445-7254 for licensing information.

Education: Almost all employers require a bachelor degree for job entry.

Experience: Almost all employers do not require prior experience.

Training: Many employers report that word processing skills are important. A few also report that spreadsheet skills are important. Refer to the training directory for information on related programs offered by:

Chapman University; Dominican University of California; Pacific Union College; Sonoma State University; University of California, Davis

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find applicants who meet their hiring standards. This indicates a good outlook for qualified job seekers. Annual turnover is estimated to be low (10-19%).

Size of Occupation

Very large. There are approximately 6,245-7,635 elementary school teachers currently employed in the North Bay Counties. Local surveys indicate about 80% are female. Almost all jobs are union.

Employment Trends

Local: The growth rate is projected to be slower than the average for all occupations through the year 2004. About 145-175 job openings are projected per year due to a net increase in occupation size. About 120-150 job openings are projected per year due to separations (workers retiring or leaving the occupation).

Nationwide: Overall employment of kindergarten, elementary, and secondary school teachers is expected to increase about as fast as the average for all occupations through the year 2008.

Other Information

Where the Jobs Are: Public school districts and private schools. Nationwide, less than 1% are self-employed.

Methods Used to Fill Job Openings: Almost all employers recruit applicants through newspaper advertisements. Most also fill job openings by hiring referrals from colleges and universities. Many fill openings by hiring referrals from employees. Some recruit applicants through internet job listings. A few fill openings by hiring unsolicited applicants.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of instructional methods and training techniques including curriculum design principles, learning theory, group and individual teaching techniques, design of individual development plans, and test design principles (5.00)
- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar (4.50)
- Knowledge of human behavior and performance, mental processes, psychological research methods, and the assessment and treatment of behavioral and affective disorders (4.16)

Skills:

- Teaching others how to do something (4.83)
- Talking to others to effectively convey information (4.66)
- Using multiple approaches when learning or teaching new things (4.33)
- Understanding written sentences and paragraphs in work related documents (4.16)
- Listening to what other people are saying and asking questions as appropriate (4.00)
- Communicating effectively with others in writing as indicated by the needs of the audience (4.00)
- Being aware of others' reactions and understanding why they react the way they do (4.00)
- Developing approaches for implementing an idea (3.66)
- Assessing how well one is doing when learning or doing something (3.66)
- Finding ways to structure or classify multiple pieces of information (3.66)

Abilities:

- The ability to communicate information and ideas in speaking so others will understand (4.83)
- The ability to speak clearly so that it is understandable to a listener (4.50)
- The ability to read and understand information and ideas presented in writing (4.50)

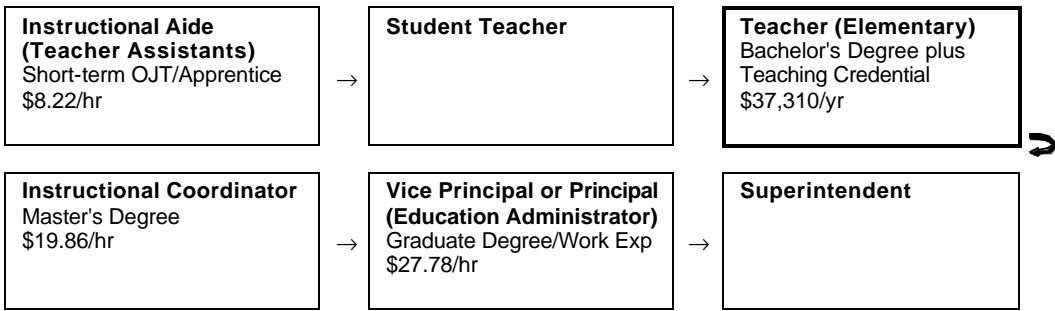
Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 2000: 17 employers surveyed representing 500 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Career Path: Teachers - Elementary



Note: Communication, critical thinking, and management skills, as well as continued education, may be important for career advancement.

Related Occupations Comparison

*(Includes Standard Occupational Classification/O*NET codes)*

	Education	Wage
Elementary School Teachers, Except Special Education (25-2021.00)	Bachelor's Degree	\$24.94/hr*
Kindergarten Teachers, Except Special Education (25-2012.00)	Bachelor's Degree	\$22.90/hr*
Instructional Coordinators (25-9031.00)	Master's Degree	\$19.86/hr
Librarians (25-4021.00)	Master's Degree	\$19.24/hr
Preschool Teachers, Except Special Education (25-2011.00)	Bachelor's Degree	\$9.39/hr
Recreation Workers (39-9032.00)	Bachelor's Degree	\$9.16/hr
Teacher Assistants (25-9041.00)	Short-term OJT/Apprentice	\$8.22/hr

* These hourly wages are converted from annual wage data using an average work period of nine months per year.

U.S. Department of Labor Sources:
O*NET Database, version 3.0 (most closely related occupations)
Bureau of Labor Statistics' Projections of Employment
Bureau of Labor Statistics' Occupational Employment Statistics Programs (1998 National Wages)

INTRODUCING: Becky Malmgren

What is your job title?

Elementary Teacher.

What type of work do you do?

I teach all subjects for fourth graders such as math, reading, language arts, social studies, science, physical education, health, and English.

What are the things that attracted you to this type of work?

I've always enjoyed learning and that attracted me to teaching. I am also a mom and I want to be at home with my children as much as I possibly can, so the summers off attract me to it as well. I like it when I teach something the children are able to learn; I love the way they light up and say, "Oh! I understand!"

What are the tasks that you perform at work (skills)?

We cooperate and share ideas, work on committees, and plan and prepare for the year's goals as well as the nine-week goals. We also work closely with the principal, the parents, and the community's people. We invite them into our classrooms to talk with the children about the careers they do and try to interest the children in their line of work.

If you were starting over to be an Elementary School Teacher, knowing what you know now, how would you better prepare yourself?

I feel I prepared myself fairly well. I volunteered in the schools before I became a teacher, had children in school, and volunteered in their classes. I became a PTO (Parent/Teacher Organization) mom and served on committees all the way up to PTO president. It helps to hold leadership positions in community affairs and I did that. I also took on leadership positions in my church that involves working with children. I really feel like I got my heels in from the ground up.

What keeps you wanting to do this type of work?

I absolutely love the children! They are so eager to learn and improve their skills and I feel I am able to help them accomplish that. It makes me feel successful. They trust you and look up to you and that helps me become a better role model for them. I also feel like I can relate to them. I think that they appreciate that and understand how I really care about them as people. I would encourage anyone who has any interest in children to go into this occupation.

What qualities, in your opinion, make a good Elementary School Teacher?

It's very important to be organized. You have to plan way ahead and yet you have to plan for the very next moment and the very next day as well. You need to be pleasant and outgoing, and I think it's good to be friendly and professional. When you're talking to parents, it is very important to make yourself approachable while maintaining a professional attitude.

Teachers - Preschool

Preschool teachers instruct children (normally up to 5 years of age) in activities designed to promote social, physical, and intellectual growth needed for primary school in preschool, day care center, or other child development facility. May be required to hold State certification (OES 313030).

Wages and Fringe Benefits

New Hires/Inexp'd:	\$6.00 to \$11.75/hr	Median: \$8.50/hr
New Hires/Exp'd:	\$7.48 to \$12.85/hr	Median: \$10.25/hr
Exp'd/After 3 Years:	\$8.15 to \$15.83/hr	Median: \$12.00/hr

Benefits: EMPLOYER PAID: Some employers provide medical insurance. Many provide a vacation and sick leave. SHARED COST: Some employers provide medical insurance. For part-time employees: Some employers provide medical insurance and a vacation.

Hours: Many jobs are 35-40 hours per week. Many other jobs are 20-30 hours per week.

Training, Experience, and Other Requirements

License: Required for this occupation. For public schools, contact the State Commission on Teacher Credentialing at 916-445-7254 for licensing information. For private schools, contact the California Department of Social Services at 707-588-5026 for licensing information.

Education: Most employers require a high school diploma or equivalent for job entry.

Experience: Most employers do not require prior experience.

Training: A few employers report that word processing skills are important. Employers require completion of 6-12 units of Early Childhood Education (ECE). Refer to the training directory for related programs offered by:

College of Marin; Marin County Regional Occupational Program; Napa County Regional Occupational Program; Napa Valley College; Pacific Union College; Santa Rosa Junior College; Solano Community College; Solano County Regional Occupational Program; Sonoma State University

Supply/Demand Assessment

Employers generally report that it is a very difficult to find applicants who meet their hiring standards. This indicates a very good outlook for qualified job seekers. Annual turnover is estimated to be low (10-19%).

Size of Occupation

Large. There are approximately 1,775-2,170 preschool teachers currently employed in the North Bay Counties. Local surveys indicate about 95% are female.

Employment Trends

Local: The growth rate is projected to be the same as the average for all occupations through the year 2004. About 50-60 job openings are projected per year due to a net increase in occupation size. About 35-40 job openings are projected per year due to separations (workers retiring or leaving the occupation).

Nationwide: Employment of preschool teachers is projected to increase faster than the average for all occupations through the year 2008. In addition, many preschool teachers leave the occupation each year for other jobs, family responsibilities, or other reasons. High turnover, combined with job growth, is expected to create many job openings.

Other Information

Where the Jobs Are: Public school districts and private schools with pre-kindergarten programs. Nationwide, about 1% are self-employed.

Methods Used to Fill Job Openings: Almost all employers recruit applicants through newspaper advertisements. Most also fill job openings by hiring employee referrals. Many fill job openings by hiring referrals from colleges and universities.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of instructional methods and training techniques including curriculum design principles, learning theory, group and individual teaching techniques, design of individual development plans, and test design principles (4.83)
- Knowledge of principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques (4.66)
- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar (4.16)

Skills:

- Talking to others to effectively convey information (4.50)
- Using multiple approaches when learning or teaching new things (4.50)
- Teaching others how to do something (4.50)
- Being aware of others' reactions and understanding why they react the way they do (4.33)
- Listening to what other people are saying and asking questions as appropriate (4.16)
- Assessing how well one is doing when learning or doing something (3.50)
- Adjusting actions in relation to others' actions (3.50)
- Understanding written sentences and paragraphs in work related documents (3.50)
- Developing approaches for implementing an idea (3.33)
- Managing one's own time and the time of others (3.33)

Abilities:

- The ability to communicate information and ideas in speaking so others will understand (4.83)
- The ability to listen to and understand information and ideas presented through spoken words and sentences (4.50)
- The ability to speak clearly so that it is understandable to a listener (4.33)

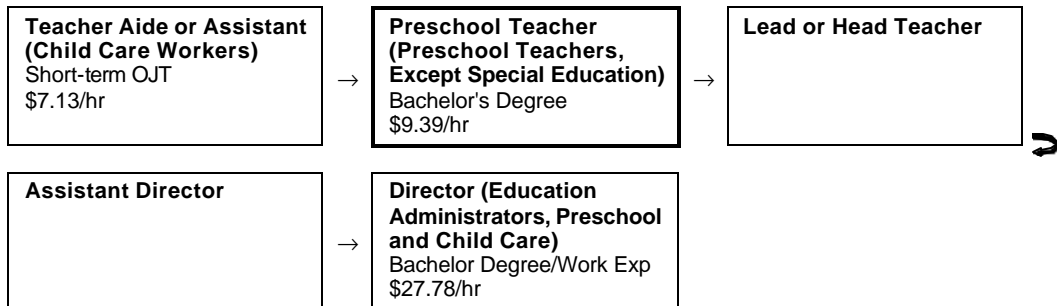
Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 2000: 16 employers surveyed representing 230 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Career Path: Teachers – Preschool



Note: Interpersonal skills may be important for career advancement.

Related Occupations Comparison

(Includes Standard Occupational Classification/O*NET codes)

Elementary School Teachers, Except Special Education ([25-2021.00](#))

Kindergarten Teachers, Except Special Education ([25-2012.00](#))

Health Educators ([21-1091.00](#))

Orthotists and Prosthetists ([29-2091.00](#))

Social and Human Service Assistants ([21-1093.00](#))

Dietetic Technicians ([29-2051.00](#))

Preschool Teachers, Except Special Education (25-2011.00)

Recreation Workers ([39-9032.00](#))

Personal and Home Care Aides ([39-9021.00](#))

Education

Bachelor's Degree

Bachelor's Degree

Master's Degree

Associate Degree/Apprentice

Moderate-term OJT

Associate Degree

Bachelor's Degree

Bachelor's Degree

Short-term OJT

Wage

\$24.94/hr*

\$22.90/hr*

\$19.86/hr

\$15.40/hr

\$10.93/hr

\$10.18/hr

\$9.39/hr

\$9.16/hr

\$7.51/hr

* These hourly wages are converted from annual wage data using an average work period of nine months per year.

U.S. Department of Labor Sources:

O*NET Database, version 3.0 (most closely related occupations)

Bureau of Labor Statistics' Projections of Employment

Bureau of Labor Statistics' Occupational Employment Statistics Programs (1998 National Wages)

INTRODUCING: Xochil Gomes

What is your job title?

I'm Director of a pre-school program and a Pre-School Teacher.

What kind of work do you do?

My job involves supervising children, setting up curriculum, charging fees, planning field trips, hiring support staff, and creating an academic environment for the children. There are lots of hands-on type activities.

What are the things that attracted you to this type of work?

I've always loved children. I wanted to get into a field where I could be around my own children or at least involved in what they were doing and pre-school seemed to be just that. Of course, there's the attractive teacher's hours and vacations, but most of all the children are great. They never arrive in bad moods and they're always happy and uplifting.

What kind of things do you do at work (skills)?

We use a lot of academic and social skills. We have to be extremely nurturing with the children while we teach them the basic concepts like the alphabet, colors, and numbers. Believe it or not, the children are even potty trained in our classroom.

If you were starting over to be a pre-school teacher, knowing what you know now, how would you better prepare yourself?

I'd volunteer a lot at a children's school or anywhere else there were children. What happens to a lot of people is that they go into a career they have romanticized. But not until you work with the children do you know what it entails. They would also really need to take child development because they need to understand children, how they develop, and what makes them tick. It really does train you. You should also know some children's music, children's activities, and games.

What keeps you wanting to do this type of work?

I think I really have a love for children, I mean a unique love for them. I've always enjoyed working with children since I was a little girl. I feel that I can relate to and bond with the children, and I like that. I like that the children listen when I read and also how they get excited about learning. I think that my job is interesting, it's challenging, every day is different, every year is different, and my children are always changing. Each child comes in with a different set of values or a different upbringing. I love it. I really do. I enjoy the fact that I learn from them and they learn from me.

What qualities make an exceptional pre-school teacher?

Patience. You have to be a patient person. If you're the type of person that loses your temper because someone just cut you off in traffic, you cannot go into pre-school. If you need things done extremely fast, do not go into pre-school. If you get upset when things are spilled, dropped, or not done correctly, don't go into pre-school work. It requires a lot of energy and a lot of enthusiasm. You just have to be enthusiastic about what you're doing or the children will find you boring.

Teachers - Secondary School

Secondary school teachers instruct students in public or private high schools in one or more subjects, such as English, mathematics, or social studies. Includes vocational high school teachers. Does not include special education teachers who teach only students with disabilities (OES 313080).

Wages and Fringe Benefits

UNION:

New Hires/Inexp'd:	\$12.27 to \$22.78/hr	Median: \$16.30/hr
New Hires/Exp'd:	\$12.27 to \$24.04/hr	Median: \$18.03/hr
Exp'd/After 3 Years:	\$12.27 to \$30.56/hr	Median: \$19.95/hr

NON-UNION:

New Hires/Inexp'd:	\$12.00 to \$26.85/hr	Median: \$15.19/hr
New Hires/Exp'd:	\$12.50 to \$18.08/hr	Median: \$15.98/hr
Exp'd/After 3 Years:	\$16.00 to \$19.18/hr	Median: \$17.26/hr

Wages for teachers are typically paid on an annual basis. For inexperienced new hires, salaries range from \$25,000 to \$34,000. For experienced new hires, salaries range from \$26,000 to \$36,000. For experienced employees after 3 years, salaries range from \$30,000 to \$51,000. Teachers typically work nine months per year.

Benefits: EMPLOYER PAID: Many employers provide medical insurance. Of the employers surveyed, all report that they provide sick leave. Most provide a retirement plan. Many also provide dental, vision, and life insurance. Some provide a vacation. SHARED COST: Many employers provide medical insurance and dental insurance. Some also provide vision insurance, a retirement plan, and life insurance. For part-time employees: Most employers provide medical insurance and other benefits, including sick leave, dental insurance, and a retirement plan. Many also provide vision and life insurance.

Hours: Most jobs are 35-40 hours per week. Some jobs are 15-26 hours per week.

Training, Experience, and Other Requirements

License: Requirements vary, depending on the type of school. For public schools, contact the State Commission on Teacher Credentialing at 916-445-7254 for licensing information.

Education: Most employers require a bachelor degree for job entry. Some require a graduate degree.

Experience: Almost all employers do not require prior experience.

Training: Some employers report that word processing skills are important. Refer to the training directory for information on related programs offered by:

Chapman University; Dominican University of California; Pacific Union College; Sonoma State University; University of California, Davis

Supply/Demand Assessment

Employers generally report that it is moderately difficult to find inexperienced but qualified applicants, and very difficult to find qualified applicants with prior experience. This indicates a good outlook for job seekers without prior experience, and a very good outlook for those who are fully experienced. Annual turnover is estimated to be low (10-19%).

Size of Occupation

Very large. There are approximately 4,570-5,585 secondary school teachers currently employed in the North Bay Counties. Local surveys indicate about 60% are female. Most jobs are union.

Employment Trends

Local: The growth rate is projected to be faster than the average for all occupations through the year 2004. About 155-190 job openings are projected per year due to a net increase in occupation size. About 140-170 job openings are projected per year due to separations (workers retiring or leaving the occupation).

Nationwide: Overall employment of kindergarten, elementary, and secondary school teachers is expected to increase about as fast as the average for all occupations through the year 2008.

Other Information

Where the Jobs Are: Public school districts and private schools. Nationwide, less than 1% are self-employed.

Methods Used to Fill Job Openings: Most employers recruit applicants through newspaper advertisements and/or fill job openings by hiring referrals from colleges and universities. Many fill job openings by hiring referrals from employees. Some recruit applicants through internet job listings. Some also fill openings by hiring unsolicited applicants and/or fill openings by hiring referrals from employment agencies.

Important Knowledge, Skills, and Abilities:

Knowledge:

- Knowledge of instructional methods and training techniques including curriculum design principles, learning theory, group and individual teaching techniques, design of individual development plans, and test design principles (5.00)
- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar (4.16)
- Knowledge of information and techniques needed to rehabilitate physical and mental ailments and to provide career guidance including alternative treatments, rehabilitation equipment and its proper use, and methods to evaluate treatment effects (3.16)

Skills:

- Talking to others to effectively convey information (4.83)
- Teaching others how to do something (4.83)
- Using multiple approaches when learning or teaching new things (4.66)
- Understanding written sentences and paragraphs in work related documents (4.33)
- Being aware of others' reactions and understanding why they react the way they do (4.16)

Abilities:

- The ability to communicate information and ideas in speaking so others will understand (4.80)
- The ability to communicate information and ideas in writing so others will understand (4.40)
- The ability to listen to and understand information and ideas presented through spoken words and sentences (4.40)

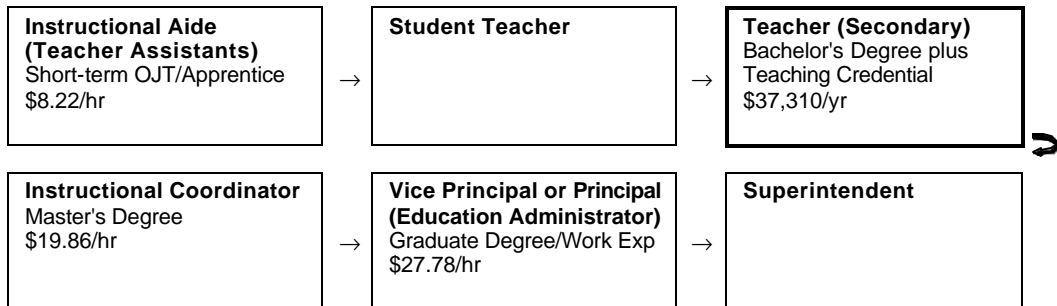
Key: Importance Rating: (Not Important) 1 2 3 4 5 (Extremely Important)

--Source: O*NET Database, version 3.0

Data collected in 2000: 15 employers surveyed representing 1,933 employees in this occupation.

Key Terms: All (100%), Almost All (80-99%), Most (60-79%), Many (40-59%), Some (20-39%), Few (<20%)

Career Path: Teachers - Secondary School



Note: Communication, critical thinking, and management skills, as well as continued education, may be important for career advancement.

Related Occupations Comparison

(Includes Standard Occupational Classification/O*NET codes)

Secondary School Teachers, Except Special and Vocational Education (25-2031.00)

	Education	Wage
	Bachelor's Degree	\$26.07/hr*
Elementary School Teachers, Except Special Education (25-2021.00)	Bachelor's Degree	\$24.94/hr*
Health Educators (21-1091.00)	Master's Degree	\$19.86/hr
Instructional Coordinators (25-9031.00)	Master's Degree	\$19.86/hr
Vocational Education Teachers Postsecondary (25-1194.00)	Work Experience	\$17.62/hr
Graduate Teaching Assistants (25-1191.00)	Master's Degree	\$13.66/hr*
Teacher Assistants (25-9041.00)	Short-term OJT/Apprentice	\$8.22/hr

* These hourly wages are converted from annual wage data using an average work period of nine months per year.

U.S. Department of Labor Sources:

O*NET Database, version 3.0 (most closely related occupations)

Bureau of Labor Statistics' Projections of Employment

Bureau of Labor Statistics' Occupational Employment Statistics Programs (1998 National Wages)

INTRODUCING: John Abigana

What is your job title?

Music Educator.

What kind of work do you do?

I primarily educate secondary students in the area of music. In my case it's instrumental music so I have two periods of band, one period of Jazz band, I have one period of guitar, and one period of Advanced Placement Music Theory which is more of a college prep class.

What are the things that attracted you to this type of work?

My fifth grade music teacher. That's when I made the decision; it was just something that clicked in me, that I knew I was going to be doing this for the rest of my life.

What kind of things do you do at work (skills)?

On a daily basis, well, I use the computer a lot. Primarily it's database duties, but there's a lot of letter writing and word processing. There's music and recording software that we also use; we do a lot of that. That's outside of the actual teaching of the music but that's how the day goes, essentially. I spend a lot of time on the planning of what I'm going to do, how I'm going to approach a particular problem or subject, and then going for it.

If you were starting over to be a secondary school teacher, knowing what you know now, how would you better prepare yourself?

Obviously the musical standpoint is number one. The other part of it would be to cultivate a strong sense of personal commitment. Sometimes people go into this field, I see it a lot in the younger teachers, and don't realize how much of a personal commitment the job's going to be or how it could create problems in their personal relationships, e.g. wives, husbands, kids. There's going to be a lot of hours, a lot of 12-14 hour days, too, and people should be prepared for that.

What keeps you wanting to do this type of work?

The kids. I've been doing this for 26 years.

What qualities make an exceptional secondary school teacher?

Especially nowadays, you have to take on the role of guidance counselor, and not just (music) teacher; sometimes that actually becomes secondary. We have a lot of outside groups come in, but you know, the kids will listen to their main teacher a lot more, and so guidance counseling is one of the main abilities you should have. Sometimes you may even take on a parental role. Sometimes you take on the role of nurse, an advisor, or a friend, so you should be able to change gears easily in this respect. You also have to be well aware of what's going on and know what's out there because frankly, I don't think I'd make it through high school if I had all the stuff that kids had to go through. And finally, you really have to like the kids.

Training Directory

Aesclepiion Massage Institute Inc.

Address: 1314 Lincoln Avenue, Suite B, San Rafael, CA 94901

Phone: 415-453-6196

Email: ahc@nai.com

Multiple Training Site Locations? No

Years in Operation: 6

Note: The services and program information for this training/education provider is reprinted from last year's training directory because the provider did not respond to requests for updated information.

Are the following services provided?

Financial Aid/Assistance:	No	Disabled Student Services:	No
Job Placement Assistance:	No	Disabled Student Access:	No
Career Counseling:	No	Learning Disabilities Pgm.:	No
Career Assessment:	No	Academic Advising:	No
Public Transit Nearby:	Yes	Tutorial Services:	No
On-Site Child Care:	No	ESL Courses:	No
Veteran Approved:	No	GED Assistance:	No
Distance Learning:	No	Short-Term Classes:	Yes

Certificate Programs Offered

Swedish Massage Certification

Occupational Objective(s): *Massage Therapists*

Approximate Cost to Complete: \$1,000

Average Time to Complete: 14 weeks

Self-Paced Learning? No

Program Entry Requirements: 18 years or older

Alchemy Institute of Healing Arts

Address: 567- A Summerfield Road, Santa Rosa, CA 95405

Phone: 800-950-4984 Fax: 707-537-0496

Website: <http://www.alchemyinstitute.com>

Email: alchemy@sonic.net

Multiple Training Site Locations? Yes

Years in Operation: 13

Accreditation: American Council of Hypnotist Examiners (ACHE)

Are the following services provided?

Financial Aid/Assistance:	Yes	Disabled Student Services:	No
Job Placement Assistance:	No	Disabled Student Access:	No
Career Counseling:	Yes	Learning Disabilities Pgm.:	No
Career Assessment:	No	Academic Advising:	Yes
Public Transit Nearby:	Yes	Tutorial Services:	Yes
On-Site Child Care:	No	ESL Courses:	No
Veteran Approved:	No	GED Assistance:	No
Distance Learning:	No	Short-Term Classes:	Yes

Certificate Programs Offered

Certified Hypnotherapist

Occupational Objective(s): *Hypnotherapists*

Approximate Cost to Complete: \$3,500

Average Time to Complete: 4-6 months or 30 days in residence (200 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older

Alive & Well! Institute of Conscious Body Work

Address: 100 Shaw Drive, San Anselmo, CA 94960

Phone: 415-258-0402 Fax: 415-258-0635

Website: <http://www.alivewell.com>

Email: alive@alivewell.com

Multiple Training Site Locations? Yes

Years in Operation: 14

Are the following services provided?

Financial Aid/Assistance:	Yes	Disabled Student Services:	No
Job Placement Assistance:	Yes	Disabled Student Access:	No
Career Counseling:	Yes	Learning Disabilities Pgm.:	No
Career Assessment:	Yes	Academic Advising:	Yes
Public Transit Nearby:	Yes	Tutorial Services:	Yes
On-Site Child Care:	No	ESL Courses:	No
Veteran Approved:	Yes	GED Assistance:	No
Distance Learning:	No	Short-Term Classes:	Yes

Certificate Programs Offered

Advanced Body Worker

Occupational Objective(s): *Massage Therapists*

Approximate Cost to Complete: \$2,400

Average Time to Complete: 12 months (160 hours)

Self-Paced Learning? Yes

Program Entry Requirements: Complete prerequisite course/program

Certified Massage Technician

Occupational Objective(s): *Massage Therapists*

Approximate Cost to Complete: \$2,000

Average Time to Complete: 3-12 months or 3-4 weeks (intensive)

Self-Paced Learning? Yes

Program Entry Requirements: 16 years or older

Conscious Body Worker

Occupational Objective(s): *Massage Therapists*

Approximate Cost to Complete: \$4,400

Average Time to Complete: 12-18 months (270 hours)

Self-Paced Learning? Yes

Program Entry Requirements: Complete prerequisite course/program

Master Body Worker

Occupational Objective(s): *Massage Therapists*

Approximate Cost to Complete: \$12,500

Average Time to Complete: 30 months (700 hours)

Self-Paced Learning? Yes

Program Entry Requirements: Complete prerequisite course/program

Alkar Computer Training and Consulting

Address: 3273 Claremont Way, Napa, CA 94558

Phone: 707-224-5468 Fax: 707-224-3897

Website: <http://www.1alkar.com>

Email: faeliv@1alkar.com

Multiple Training Site Locations? No

Years in Operation: 6

Are the following services provided?

Financial Aid/Assistance:	No	Disabled Student Services:	No
Job Placement Assistance:	Yes	Disabled Student Access:	No
Career Counseling:	No	Learning Disabilities Pgm.:	No
Career Assessment:	No	Academic Advising:	No
Public Transit Nearby:	Yes	Tutorial Services:	Yes
On-Site Child Care:	No	ESL Courses:	No
Veteran Approved:	No	GED Assistance:	No
Distance Learning:	Yes	Short-Term Classes:	Yes

Certificate Programs Offered

Computer Network Technician (Net+)

Occupational Objective(s): *Computer Network Technicians*

Approximate Cost to Complete: \$2,200

Average Time to Complete: 6 weeks

Self-Paced Learning? Yes

Program Entry Requirements: Pass assessment exam

Computer Office Administration

Occupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$170

Average Time to Complete: 12-14 weeks

Self-Paced Learning? Yes

Program Entry Requirements: Pass assessment exam

Computer Service Technician (A+)

Occupational Objective(s): *Computer Service Technicians*

Approximate Cost to Complete: \$2,200

Average Time to Complete: 6 weeks

Self-Paced Learning? Yes

Program Entry Requirements: Pass assessment exam

American Red Cross

Address: 465 Tesconi Circle, Suite 11, Santa Rosa, CA 95401

Phone: 707-568-6357 Fax: 707-568-4304

Multiple Training Site Locations? Yes

Years in Operation: 8

Accreditation: California State Department of Health Services

Are the following services provided?

Financial Aid/Assistance:	No	Disabled Student Services:	Yes
Job Placement Assistance:	Yes	Disabled Student Access:	Yes
Career Counseling:	Yes	Learning Disabilities Pgm.:	Yes
Career Assessment:	Yes	Academic Advising:	Yes
Public Transit Nearby:	Yes	Tutorial Services:	Yes
On-Site Child Care:	No	ESL Courses:	No
Veteran Approved:	Yes	GED Assistance:	No
Distance Learning:	No	Short-Term Classes:	Yes

Certificate Programs Offered

Acute Care Training

Occupational Objective(s): *Nurse Aides*

Approximate Cost to Complete: \$350

Average Time to Complete: 7 days (56 hours)

Self-Paced Learning? No

Program Entry Requirements: 16 years or older

Home Health Aide Training

Occupational Objective(s): *Home Health Aides*

Approximate Cost to Complete: \$245

Average Time to Complete: 2 week (42 hours)

Self-Paced Learning? No

Program Entry Requirements: 16 years or older, completed 8th grade

Nursing Assistant Training

Occupational Objective(s): *Nurse Aides*

Approximate Cost to Complete: \$795

Average Time to Complete: 8 weeks (160 hours)

Self-Paced Learning? No

Program Entry Requirements: 16 years or older, completed 8th grade

Anthony Schools

Address: 30089 Ahern Avenue, Union City, CA 94587

Phone: 888-419-9599 Fax: 510-553-9299

Website: <http://www.anthonyschools.com>

Email: askanthony@dearborn.com

Multiple Training Site Locations? Yes

Years in Operation: 50+

Accreditation: California State Department of Real Estate

Are the following services provided?

Financial Aid/Assistance:	No	Disabled Student Services:	Yes
Job Placement Assistance:	No	Disabled Student Access:	Yes
Career Counseling:	Yes	Learning Disabilities Pgm.:	No
Career Assessment:	Yes	Academic Advising:	Yes
Public Transit Nearby:	Yes	Tutorial Services:	Yes
On-Site Child Care:	No	ESL Courses:	No
Veteran Approved:	No	GED Assistance:	No
Distance Learning:	Yes	Short-Term Classes:	Yes

Certificate Programs Offered

Appraisal License/Trainee

Occupational Objective(s): *Real Estate Appraisers*

Approximate Cost to Complete: \$820

Average Time to Complete: 3-6 months (90 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older

Contractor License Prep

Occupational Objective(s): *Construction Contractors*

Approximate Cost to Complete: \$395

Average Time to Complete: 2-3 months

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older and work experience

Real Estate Agent - License Renewal

Occupational Objective(s): *Real Estate Agents*

Approximate Cost to Complete: \$65

Average Time to Complete: 1-4 weeks

Self-Paced Learning? Yes

Program Entry Requirements: California Real Estate License (Broker's License)

Real Estate Sales License

Occupational Objective(s): *Real Estate Agents*

Approximate Cost to Complete: \$395 (or \$249 for home study)

Average Time to Complete: 1-2 months (45 hours + exam prep)

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older

Automotive Technology Center

Address: 5685 Redwood Drive, Suite 201, Rohnert Park, CA 94928

Phone: 707-585-2986 Fax: 707-585-7465

Email: joeydarench@cds1.net

Multiple Training Site Locations? No

Years in Operation: 3

Accreditation: California Bureau of Automotive Repair

Note: The services and program information for this training/education provider is reprinted from last year's training directory because the provider did not respond to requests for updated information.

Are the following services provided?

Financial Aid/Assistance:	Yes	Disabled Student Services:	No
Job Placement Assistance:	Yes	Disabled Student Access:	No
Career Counseling:	No	Learning Disabilities Pgm.:	No
Career Assessment:	Yes	Academic Advising:	Yes
Public Transit Nearby:	Yes	Tutorial Services:	Yes
On-Site Child Care:	No	ESL Courses:	No
Veteran Approved:	Yes	GED Assistance:	No
Distance Learning:	No	Short-Term Classes:	Yes

Certificate Programs Offered

Smog Technician Training

Occupational Objective(s): *Automotive Mechanics*

Approximate Cost to Complete: \$4,750

Average Time to Complete: 4 months (530 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 16 years or older, mechanical aptitude

Bartenders' School of Santa Rosa

Address: 1731 King Street, Santa Rosa, CA 95404-2916

Phone: 707-523-1611 Fax: 707-569-9855

Multiple Training Site Locations? No

Years in Operation: 20

Are the following services provided?

Financial Aid/Assistance:	No	Disabled Student Services:	No
Job Placement Assistance:	Yes	Disabled Student Access:	No
Career Counseling:	No	Learning Disabilities Pgm.:	No
Career Assessment:	No	Academic Advising:	No
Public Transit Nearby:	Yes	Tutorial Services:	No
On-Site Child Care:	No	ESL Courses:	No
Veteran Approved:	No	GED Assistance:	No
Distance Learning:	No	Short-Term Classes:	Yes

Certificate Programs Offered

Bar Management

Occupational Objective(s): *Bar Managers*

Approximate Cost to Complete: \$495+

Average Time to Complete: 1 week (9 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 21 years or older

Bartending: Banquet & Catering

Occupational Objective(s): *Bartenders*

Approximate Cost to Complete: \$345

Average Time to Complete: 1 week (15 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 21 years or older

Bartending: Full Service

Occupational Objective(s): *Bartenders*

Approximate Cost to Complete: \$495

Average Time to Complete: 2 weeks (30 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 21 years or older

Cocktail Service

Occupational Objective(s): *Waiters and Waitresses*

Approximate Cost to Complete: \$295

Average Time to Complete: 2 weeks (18 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 21 years or older

Bay Area Computer Training

Address: 4340 Redwood Highway, Suite A1, San Rafael, CA 94903

Phone: 415-507-0384 Fax: 415-507-0540

Website: <http://www.bactrain.com>

Email: la-chambers@yahoo.com

Multiple Training Site Locations? No

Years in Operation: 11

Are the following services provided?

Financial Aid/Assistance:	No	Disabled Student Services:	No
Job Placement Assistance:	Yes	Disabled Student Access:	No
Career Counseling:	Yes	Learning Disabilities Pgm.:	No
Career Assessment:	Yes	Academic Advising:	Yes
Public Transit Nearby:	No	Tutorial Services:	Yes
On-Site Child Care:	No	ESL Courses:	No
Veteran Approved:	No	GED Assistance:	No
Distance Learning:	Yes	Short-Term Classes:	Yes

Certificate Programs Offered

Computer Literacy

Occupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$3,500

Average Time to Complete: 16 weeks (292 hours)

Self-Paced Learning? Yes

Program Entry Requirements: High school graduate/GED

Data and Information

Occupational Objective(s): *Computer Related Occupations*

Approximate Cost to Complete: \$7,168

Average Time to Complete: 19 weeks (352 hours)

Self-Paced Learning? Yes

Program Entry Requirements: High school graduate/GED

Documents and Graphics

Occupational Objective(s): *Graphic Art Technicians, Technical Writers*

Approximate Cost to Complete: \$7,168

Average Time to Complete: 19 weeks (352 hours)

Self-Paced Learning? Yes

Program Entry Requirements: High school graduate/GED

General Office

Occupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$5,400

Average Time to Complete: 19 weeks (352 hours)

Self-Paced Learning? Yes

Program Entry Requirements: High school graduate/GED

Web and InternetOccupational Objective(s): *Webmasters*

Approximate Cost to Complete: \$7,168

Average Time to Complete: 19 weeks (352 hours)

Self-Paced Learning? Yes

Program Entry Requirements: High school graduate/GED

Bjorn's Hairstyling Academy

Address: 96 Springtowne Center, Vallejo, CA 94591

Phone: 707-552-0333 Fax: 707-552-9775

Multiple Training Site Locations? No

Years in Operation: 30

Accreditation: National Accrediting Commission of Cosmetology Arts and Sciences

Note: The services and program information for this training/education provider is reprinted from last year's training directory because the provider did not respond to requests for updated information.

Are the following services provided?

Financial Aid/Assistance:	Yes	Disabled Student Services:	Yes
Job Placement Assistance:	Yes	Disabled Student Access:	Yes
Career Counseling:	Yes	Learning Disabilities Pgm.:	No
Career Assessment:	Yes	Academic Advising:	Yes
Public Transit Nearby:	Yes	Tutorial Services:	No
On-Site Child Care:	No	ESL Courses:	No
Veteran Approved:	Yes	GED Assistance:	No
Distance Learning:	No	Short-Term Classes:	No

Certificate Programs Offered

Cosmetology

Occupational Objective(s): *Hairstylists*

Approximate Cost to Complete: \$6,000

Average Time to Complete: 10-11 months

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older or high school graduate/GED

Manicuring

Occupational Objective(s): *Manicurists*

Approximate Cost to Complete: \$1,669

Average Time to Complete: 10-15 weeks

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older or high school graduate/GED

Boston Reed Company

Address: 1154 Lodi Lane, Saint Helena, CA 94574

Phone: 800-201-1141 Fax: 707-963-1973

Website: <http://www.BostonReed.com>

Multiple Training Site Locations? Yes

Years in Operation: 9

Are the following services provided?

Financial Aid/Assistance:	No	Disabled Student Services:	No
Job Placement Assistance:	No	Disabled Student Access:	No
Career Counseling:	No	Learning Disabilities Pgm.:	No
Career Assessment:	No	Academic Advising:	No
Public Transit Nearby:	No	Tutorial Services:	No
On-Site Child Care:	No	ESL Courses:	No
Veteran Approved:	No	GED Assistance:	No
Distance Learning:	No	Short-Term Classes:	Yes

Certificate Programs Offered

Clinical Medical Assisting

Occupational Objective(s): *Medical Assistants*

Approximate Cost to Complete: \$794

Average Time to Complete: 16 weeks (272 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Phlebotomy

Occupational Objective(s): *Phlebotomists*

Approximate Cost to Complete: \$275

Average Time to Complete: 2 days (16 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older, clinical medical background

CADD APPLICATIONS

Address: 354 Bel Marin Keys Blvd., Suite A1, Novato, CA 94949

Phone: 415-883-0352 Fax: 415-883-0372

Website: <http://www.caddapp.com>

Email: harry@caddapp.com

Multiple Training Site Locations? No

Years in Operation: 8

Are the following services provided?

Financial Aid/Assistance:	Yes	Disabled Student Services:	No
Job Placement Assistance:	Yes	Disabled Student Access:	No
Career Counseling:	No	Learning Disabilities Pgm.:	No
Career Assessment:	No	Academic Advising:	No
Public Transit Nearby:	No	Tutorial Services:	No
On-Site Child Care:	No	ESL Courses:	No
Veteran Approved:	Yes	GED Assistance:	No
Distance Learning:	No	Short-Term Classes:	Yes

Certificate Programs Offered

AutoCAD for the Professional

Occupational Objective(s): *Drafters/CAD Operators*

Approximate Cost to Complete: \$6,850

Average Time to Complete: 9 weeks (108 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Internet Publishing for the Professional

Occupational Objective(s): *Webmasters*

Approximate Cost to Complete: \$6,850

Average Time to Complete: 9 weeks (108 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Multimedia for the Professional

Occupational Objective(s): *Multimedia Related Occupations*

Approximate Cost to Complete: \$6,850

Average Time to Complete: 9 weeks (108 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Cal Inc.

Address: 2040 Peabody Road, Suite 400, Vacaville, CA 95687

Phone: 707-446-7996 Fax: 707-446-4906

Website: <http://www.cal-inc.com>

Email: jmartinelli@cal-inc.com

Multiple Training Site Locations? Yes

Years in Operation: 22

Accreditation: California Department of Health Services, Cal OSHA, US EPA

Are the following services provided?

Financial Aid/Assistance:	No	Disabled Student Services:	No
Job Placement Assistance:	No	Disabled Student Access:	No
Career Counseling:	No	Learning Disabilities Pgm.:	No
Career Assessment:	No	Academic Advising:	No
Public Transit Nearby:	Yes	Tutorial Services:	No
On-Site Child Care:	No	ESL Courses:	No
Veteran Approved:	No	GED Assistance:	No
Distance Learning:	No	Short-Term Classes:	Yes

Certificate Programs Offered

Asbestos Building Inspector

Occupational Objective(s): *Construction and Building Inspectors - Asbestos*

Approximate Cost to Complete: \$400

Average Time to Complete: 3 days (24 hours)

Self-Paced Learning? No

Program Entry Requirements: 16 years or older

Asbestos Contractor/Supervisor

Occupational Objective(s): *Hazardous Materials - Asbestos Abatement Supervisor*

Approximate Cost to Complete: \$625

Average Time to Complete: 5 days

Self-Paced Learning? No

Program Entry Requirements: 16 years or older

Asbestos Management Planner

Occupational Objective(s): *Hazardous Materials - Asbestos Consultants*

Approximate Cost to Complete: \$300

Average Time to Complete: 2 days (16 hours)

Self-Paced Learning? No

Program Entry Requirements: 16 years or older

Asbestos Project Designer

Occupational Objective(s): *Hazardous Materials - Asbestos Consultants, Hazardous Materials - Asbestos Project Designers*

Approximate Cost to Complete: \$595

Average Time to Complete: 4 days (32 hours)

Self-Paced Learning? No

Program Entry Requirements: 16 years or older

Cal, Inc - continued

Asbestos Worker

Occupational Objective(s): *Hazardous Materials - Asbestos Removal Workers*

Approximate Cost to Complete: \$425

Average Time to Complete: 4 days (32 hours)

Self-Paced Learning? No

Program Entry Requirements: 16 years or older

Hazwoper Supervisor

Occupational Objective(s): *Hazardous Materials - Hazwoper Supervisors*

Approximate Cost to Complete: \$185

Average Time to Complete: 1 day (8 hours)

Self-Paced Learning? No

Program Entry Requirements: 16 years or older

Hazwoper Training

Occupational Objective(s): *Hazardous Materials Removal Workers*

Approximate Cost to Complete: \$395-595

Average Time to Complete: 3-5 days (24-40 hours)

Self-Paced Learning? No

Program Entry Requirements: 16 years or older

Lead in Construction Inspector/Assessor

Occupational Objective(s): *Construction and Building Inspectors - Lead Based Paint*

Approximate Cost to Complete: \$675

Average Time to Complete: 5 days (40 hours)

Self-Paced Learning? No

Program Entry Requirements: 16 years or older

Lead in Construction Supervisor/Project Monitor

Occupational Objective(s): *Hazardous Materials - Lead Abatement Supervisors*

Approximate Cost to Complete: \$625

Average Time to Complete: 5 days (40 hours)

Self-Paced Learning? No

Program Entry Requirements: 16 years or older

Lead in Construction Worker

Occupational Objective(s): *Hazardous Materials - Lead Abatement Workers*

Approximate Cost to Complete: \$425

Average Time to Complete: 3 days (24 hours)

Self-Paced Learning? No

Program Entry Requirements: 16 years or older, read English/Spanish

MSHA - Part 46 (Mine Safety)

Occupational Objective(s): *Hazardous Materials Related Occupations*

Approximate Cost to Complete: \$225

Average Time to Complete: 2 days

Self-Paced Learning? No

Program Entry Requirements: Call for information

California Institute of Massage & Spa Services

Address: 730 Broadway, Sonoma, CA 95476

Phone: 707-939-9431

Multiple Training Site Locations? No

Years in Operation: 8

Note: The services and program information for this training/education provider is reprinted from last year's training directory because the provider did not respond to requests for updated information.

Are the following services provided?

Financial Aid/Assistance:	Yes	Disabled Student Services:	Yes
Job Placement Assistance:	No	Disabled Student Access:	Yes
Career Counseling:	Yes	Learning Disabilities Pgm.:	No
Career Assessment:	Yes	Academic Advising:	Yes
Public Transit Nearby:	Yes	Tutorial Services:	Yes
On-Site Child Care:	No	ESL Courses:	No
Veteran Approved:	No	GED Assistance:	No
Distance Learning:	No	Short-Term Classes:	Yes

Certificate Programs Offered

Advanced Massage I

Occupational Objective(s): *Massage Therapists*

Approximate Cost to Complete: \$1,009

Average Time to Complete: 15 weeks (100 hours)

Self-Paced Learning? No

Program Entry Requirements: Complete prerequisite course/program

Advanced Massage II

Occupational Objective(s): *Massage Therapists*

Approximate Cost to Complete: \$1,539

Average Time to Complete: 6 months (135 hours)

Self-Paced Learning? No

Program Entry Requirements: Complete prerequisite course/program

Advanced Massage III: Massage in the Medical Setting

Occupational Objective(s): *Massage Therapists*

Approximate Cost to Complete: \$2,029

Average Time to Complete: 6 months (250 hours)

Self-Paced Learning? No

Program Entry Requirements: Complete prerequisite course/program

Massage Technician

Occupational Objective(s): *Massage Therapists*

Approximate Cost to Complete: \$1,264

Average Time to Complete: 14 weeks (165 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older, high school graduate/GED

California Institute of Massage and Spa Services - continued

Shiatsu

Occupational Objective(s): *Massage Therapists*

Approximate Cost to Complete: \$1,009

Average Time to Complete: 6 months (100 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older, high school graduate/GED

Spa Services

Occupational Objective(s): *Spa Services*

Approximate Cost to Complete: \$1,064

Average Time to Complete: 15 weeks (100 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older, high school graduate/GED

California Maritime Academy

Address: P.O. Box 1392, Vallejo, CA 94590

Phone: 707-654-1330 Fax: 707-654-1336

Website: <http://www.csum.edu>

Email: enroll@csum.edu

Multiple Training Site Locations? No

Years in Operation: 72

Accreditation: Western Association of Schools and Colleges

Are the following services provided?

Financial Aid/Assistance:	Yes	Disabled Student Services:	No
Job Placement Assistance:	Yes	Disabled Student Access:	No
Career Counseling:	Yes	Learning Disabilities Pgm.:	Yes
Career Assessment:	No	Academic Advising:	Yes
Public Transit Nearby:	Yes	Tutorial Services:	Yes
On-Site Child Care:	No	ESL Courses:	Yes
Veteran Approved:	Yes	GED Assistance:	No
Distance Learning:	No	Short-Term Classes:	No

Degree Programs Offered

Business Administration (Undergraduate)

Facilities Engineering Technology (Undergraduate)

Marine Engineering Technology (Undergraduate)

Marine Transportation (Undergraduate)

Mechanical Engineering (Undergraduate)

Calistoga Massage Therapy School

Address: 5959 Commerce Blvd., Suite 13, Rohnert Park, CA 94928

Phone: 707-586-1953

Website: <http://www.calistogamts.com>

Multiple Training Site Locations? No

Years in Operation: 20

Are the following services provided?

Financial Aid/Assistance:	No	Disabled Student Services:	No
Job Placement Assistance:	No	Disabled Student Access:	No
Career Counseling:	No	Learning Disabilities Pgm.:	No
Career Assessment:	No	Academic Advising:	No
Public Transit Nearby:	No	Tutorial Services:	No
On-Site Child Care:	No	ESL Courses:	No
Veteran Approved:	No	GED Assistance:	No
Distance Learning:	No	Short-Term Classes:	No

Certificate Programs Offered

Massage Therapy

Occupational Objective(s): *Massage Therapists*

Approximate Cost to Complete: \$900

Average Time to Complete: 7-10 weeks (100 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older

Career Transitions

Address: 2235 Challenger Way, Suite 101, Santa Rosa, CA 95407

Phone: 707-546-6605 Fax: 707-525-1224

Website: <http://www.careertrans.com>

Email: careertrn@inreach.com

Multiple Training Site Locations? No

Years in Operation: 13

Are the following services provided?

Financial Aid/Assistance:	No	Disabled Student Services:	No
Job Placement Assistance:	Yes	Disabled Student Access:	No
Career Counseling:	Yes	Learning Disabilities Pgm.:	No
Career Assessment:	Yes	Academic Advising:	Yes
Public Transit Nearby:	Yes	Tutorial Services:	Yes
On-Site Child Care:	No	ESL Courses:	No
Veteran Approved:	No	GED Assistance:	No
Distance Learning:	Yes	Short-Term Classes:	Yes

Certificate Programs Offered

Account Clerk/Assistant Bookkeeper

Occupational Objective(s): *Bookkeeping/Accounting Clerks*

Approximate Cost to Complete: \$5,250

Average Time to Complete: 14 weeks (420 hours)

Self-Paced Learning? Yes

Program Entry Requirements: Pass assessment exam

Administrative Assistant

Occupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$6,200-6,450

Average Time to Complete: 17 weeks (510 hours)

Self-Paced Learning? Yes

Program Entry Requirements: Pass assessment exam

Internet Information Specialist

Occupational Objective(s): *Computer Network Technicians, Webmasters*

Approximate Cost to Complete: \$6,700

Average Time to Complete: 17 weeks (520 hours)

Self-Paced Learning? Yes

Program Entry Requirements: High school graduate/GED, pass assessment exam

Medical Front Office

Occupational Objective(s): *Billing Clerks - Medical, Secretaries - Medical*

Approximate Cost to Complete: \$5,250

Average Time to Complete: 14 weeks (420 hours)

Self-Paced Learning? Yes

Program Entry Requirements: Pass assessment exam

Career Transitions - continued

Multimedia Web Design Specialist

Occupational Objective(s): *Webmasters*

Approximate Cost to Complete: \$5,760

Average Time to Complete: 15 weeks (450 hours)

Self-Paced Learning? Yes

Program Entry Requirements: High school graduate/GED, pass assessment exam

Receptionist/Data Entry Clerk

Occupational Objective(s): *Receptionists, Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$3,700

Average Time to Complete: 11 weeks (330 hours)

Self-Paced Learning? Yes

Program Entry Requirements: Pass assessment exam

Sales and Customer Relations

Occupational Objective(s): *Adjustment (Customer Service) Clerks, Salespersons - Retail*

Approximate Cost to Complete: \$5,050

Average Time to Complete: 14 weeks (420 hours)

Self-Paced Learning? Yes

Program Entry Requirements: Pass assessment exam

User Support Technician

Occupational Objective(s): *Computer Network Technicians, Computer Support Specialists*

Approximate Cost to Complete: \$6,300

Average Time to Complete: 15 weeks (450 hours)

Self-Paced Learning? Yes

Program Entry Requirements: High school graduate/GED, pass assessment exam

Carpenter's Training Committee for Northern California

Address: 715-E Southpoint Blvd, Petaluma, CA 94952

Phone: 707-762-5840 Fax: 707-762-5809

Website: <http://www.carpenter-trng-ncal.org>

Multiple Training Site Locations? Yes

Years in Operation: 100

Are the following services provided?

Financial Aid/Assistance:	No	Disabled Student Services:	Yes
Job Placement Assistance:	Yes	Disabled Student Access:	Yes
Career Counseling:	Yes	Learning Disabilities Pgm.:	No
Career Assessment:	Yes	Academic Advising:	Yes
Public Transit Nearby:	Yes	Tutorial Services:	Yes
On-Site Child Care:	No	ESL Courses:	Yes
Veteran Approved:	Yes	GED Assistance:	Yes
Distance Learning:	No	Short-Term Classes:	Yes

Apprenticeship Programs Offered

Acoustical Ceiling

Occupational Objective(s): *Acoustical Ceiling Installers*

Approximate Cost to Complete: Call for information

Average Time to Complete: 3 years (3,600 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 17 years or older, parental permission

Carpentry

Occupational Objective(s): *Carpenters*

Approximate Cost to Complete: Call for information

Average Time to Complete: 4 years (650 school hours and 4,800 hours OJT)

Self-Paced Learning? Yes

Program Entry Requirements: 17 years or older, parental permission

Hardwood Floor Laying

Occupational Objective(s): *Carpenters - Hardwood Floor*

Approximate Cost to Complete: Call for information

Average Time to Complete: 4 years (650 school hours and 4,800 hours OJT)

Self-Paced Learning? Yes

Program Entry Requirements: 17 years or older, parental permission

Insulation

Occupational Objective(s): *Insulation Installers*

Approximate Cost to Complete: Call for information

Average Time to Complete: 4 years (650 school hours and 4,800 hours OJT)

Self-Paced Learning? Yes

Program Entry Requirements: 17 years or older, parental permission

Carpenter's Training Committee for Northern California - continued

Millwright

Occupational Objective(s): *Millwrights*

Approximate Cost to Complete: Call for information

Average Time to Complete: 4 years (650 school hours and 4,800 hours OJT)

Self-Paced Learning? Yes

Program Entry Requirements: 17 years or older, parental permission

Pile Driving

Occupational Objective(s): *Pile-Driver Operators*

Approximate Cost to Complete: Call for information

Average Time to Complete: 4 years (650 school hours and 4,800 hours OJT)

Self-Paced Learning? Yes

Program Entry Requirements: 17 years or older, parental permission

Shingler

Occupational Objective(s): *Roofers*

Approximate Cost to Complete: Call for information

Average Time to Complete: 4 years (650 school hours and 4,800 hours OJT)

Self-Paced Learning? Yes

Program Entry Requirements: 17 years or older, parental permission

Chapman University

Address: 450 Chadbourne Road, Fairfield, CA 94585

Phone: 707-438-0108 Fax: 707-422-0547

Website: <http://www.chapman.edu>

Email: lcarr@chapman.edu

Multiple Training Site Locations? Yes

Years in Operation: 11

Accreditation: Western Association of Schools and Colleges

Are the following services provided?

Financial Aid/Assistance:	Yes	Disabled Student Services:	Yes
Job Placement Assistance:	Yes	Disabled Student Access:	Yes
Career Counseling:	Yes	Learning Disabilities Pgm.:	No
Career Assessment:	No	Academic Advising:	Yes
Public Transit Nearby:	Yes	Tutorial Services:	No
On-Site Child Care:	No	ESL Courses:	Yes
Veteran Approved:	Yes	GED Assistance:	No
Distance Learning:	No	Short-Term Classes:	Yes

Degree Programs Offered

Computer Information Systems (Undergraduate)
 Counseling (Graduate)
 Criminal Justice (Undergraduate)
 Education - Administration (Graduate)
 Education - Credential Programs
 Education - Curriculum (Graduate)
 Education - Reading (Graduate)
 General Education (Associate)
 Health Administration (Graduate)
 Health Science (Undergraduate)
 Human Resources (Graduate)
 Organizational Leadership (Undergraduate and Graduate)
 Psychology - MFCC (Graduate)
 Psychology - Pre-Clinical (Graduate)
 Social Science (Undergraduate)
 Sociology (Undergraduate)
 Special Education (Graduate)

CHDC/Anthony Soto Employment Training

Address: 100 Sebastopol Road, Santa Rosa, CA 95407

Phone: 707-576-1426 Fax: 707-576-1421

Multiple Training Site Locations? No

Years in Operation: 20

Accreditation: Accrediting Council for Continuing Education and Training

Note: The services and program information for this training/education provider is reprinted from last year's training directory because the provider did not respond to requests for updated information.

Are the following services provided?

Financial Aid/Assistance:	No	Disabled Student Services:	No
Job Placement Assistance:	Yes	Disabled Student Access:	No
Career Counseling:	No	Learning Disabilities Pgm.:	No
Career Assessment:	Yes	Academic Advising:	Yes
Public Transit Nearby:	Yes	Tutorial Services:	Yes
On-Site Child Care:	No	ESL Courses:	Yes
Veteran Approved:	Yes	GED Assistance:	No
Distance Learning:	No	Short-Term Classes:	No

Certificate Programs Offered

Building Maintenance Repair

Occupational Objective(s): *Maintenance Repairers - General Utility*

Approximate Cost to Complete: \$4,224

Average Time to Complete: 18 weeks (660 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older

Electronic Assembly

Occupational Objective(s): *Electrical and Electronic Assemblers*

Approximate Cost to Complete: \$4,032

Average Time to Complete: 17 weeks (630 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older

College of Marin

Address: 835 College Avenue, Kentfield, CA 94904

Phone: 415-457-8811 Fax: 415-456-7770

Website: <http://www.marin.cc.ca.us>

Multiple Training Site Locations? Yes

Years in Operation: 74

Accreditation: Western Association of Schools and Colleges

Are the following services provided?

Financial Aid/Assistance:	Yes	Disabled Student Services:	Yes
Job Placement Assistance:	Yes	Disabled Student Access:	Yes
Career Counseling:	Yes	Learning Disabilities Pgm.:	Yes
Career Assessment:	Yes	Academic Advising:	Yes
Public Transit Nearby:	Yes	Tutorial Services:	Yes
On-Site Child Care:	Yes	ESL Courses:	Yes
Veteran Approved:	Yes	GED Assistance:	Yes
Distance Learning:	Yes	Short-Term Classes:	Yes

Degree Programs Offered

Accounting

Administration of Justice

Art

Automotive Body and Fender

Automotive Technology

Behavioral Science

Biology

Business

Business Administration

Business Office Systems - Medical

Business Office Systems - Office Management

Chemistry

Communications - Filmmaking

Communications - Mass Communication

Communications - Screenwriting

Communications - Television Production

Computer Information Systems - Desktop Publishing

Computer Information Systems - Microcomputer Manager

Computer Information Systems - Microcomputer Programmer

Computer Information Systems - Web Page Developer

Computer Science

Court Reporting - Certified Shorthand Reporter

Court Reporting - Legal/Medical Shorthand Secretary

Court Reporting - Medical Transcriptionist

Court Reporting - Scopist

Court Reporting - Text Entry Specialist

Dance

College of Marin - continued

Dental Assisting - Registered
Design - Applied
Design - Architectural
Design, Interior - Applied
Drama
Early Childhood Education
Engineering
Engineering Technology - Occupational
English
Environmental Landscaping
Ethnic Studies
Foreign Languages - General
French
Geography
Geology
History
Humanities
Liberal Arts and Sciences - General
Machine and Metals Technology
Management
Mathematics
Medical Assisting
Multimedia Studies
Music
Natural Science
Nursing (RN)
Physical Education - Health
Physical Science
Physics
Political Science
Social Science
Spanish
Speech

Certificate Programs Offered

Accounting

Occupational Objective(s): *Bookkeeping/Accounting Clerks*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: Call for information
Self-Paced Learning? No
Program Entry Requirements: 18 years or older

Administration of Justice

Occupational Objective(s): *Law Enforcement Occupations*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: Call for information
Self-Paced Learning? No
Program Entry Requirements: 18 years or older

Automotive Body and Fender

Occupational Objective(s): *Auto Body Repairers*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: Call for information
Self-Paced Learning? No
Program Entry Requirements: 18 years or older

Automotive Technology

Occupational Objective(s): *Automotive Mechanics*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: Call for information
Self-Paced Learning? No
Program Entry Requirements: 18 years or older

Business

Occupational Objective(s): *Business Related Occupations*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: Call for information
Self-Paced Learning? No
Program Entry Requirements: 18 years or older

Business Office Systems - Medical

Occupational Objective(s): *Secretaries - Medical*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: Call for information
Self-Paced Learning? No
Program Entry Requirements: 18 years or older

Business Office Systems - Office Management

Occupational Objective(s): *Office Managers*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: Call for information
Self-Paced Learning? No
Program Entry Requirements: 18 years or older

Computer Information Systems - Desktop Publishing

Occupational Objective(s): *Desktop Publishing Specialists, Graphic Art Technicians*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: Call for information
Self-Paced Learning? No
Program Entry Requirements: 18 years or older

College of Marin - continued

Computer Information Systems - Microcomputer Manager

Occupational Objective(s): *Computer Network Administrators, Computer Support Specialists*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: 18 years or older

Computer Information Systems - Microcomputer Programmer

Occupational Objective(s): *Computer Programmers*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: 18 years or older

Computer Information Systems - Web Page Developer

Occupational Objective(s): *Webmasters*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: 18 years or older

Court Reporting - Certified Shorthand Reporter

Occupational Objective(s): *Court Reporters*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: 18 years or older

Court Reporting - Legal/Medical Shorthand Secretary

Occupational Objective(s): *Secretaries - Legal, Secretaries - Medical*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: 18 years or older

Court Reporting - Medical Transcriptionist

Occupational Objective(s): *Medical Transcriptionists*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: 18 years or older

Court Reporting - Text Entry Specialist

Occupational Objective(s): *Stenographers*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: 18 years or older

Dental Assisting - Registered

Occupational Objective(s): *Dental Assistants*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: Call for information
Self-Paced Learning? No
Program Entry Requirements: 18 years or older

Environmental Landscaping

Occupational Objective(s): *Landscaping/Groundskeeping/Nursery Occupations*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: Call for information
Self-Paced Learning? No
Program Entry Requirements: 18 years or older

Machine and Metals Technology

Occupational Objective(s): *Machinists, Welders and Cutters*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: Call for information
Self-Paced Learning? No
Program Entry Requirements: 18 years or older

Management

Occupational Objective(s): *Business Related Occupations*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: Call for information
Self-Paced Learning? No
Program Entry Requirements: 18 years or older

Medical Assisting

Occupational Objective(s): *Medical Assistants*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: Call for information
Self-Paced Learning? No
Program Entry Requirements: 18 years or older

Microsoft Certified Systems Engineer (MCSE)

Occupational Objective(s): *Computer Network Administrators, Computer Systems Analysts*
Approximate Cost to Complete: \$1200
Average Time to Complete: 16 weeks
Self-Paced Learning? No
Program Entry Requirements: 18 years or older

Microsoft Office User Specialist

Occupational Objective(s): *Secretarial/Administrative Support Occupations*
Approximate Cost to Complete: \$500
Average Time to Complete: 8-16 weeks
Self-Paced Learning? No
Program Entry Requirements: 18 years or older

College of Marin - continued

Multimedia Studies

Occupational Objective(s): *Multimedia Related Occupations*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: 18 years or older

Natural History

Occupational Objective(s): *Call for information*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: 18 years or older

Real Estate

Occupational Objective(s): *Real Estate Agents, Real Estate Brokers*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: 18 years or older

Columbia Pacific University

Address: 105 Digital Drive, Novato, CA 94949

Phone: 415-883-1400 Fax: 415-459-5856

Website: <http://www.cpuniv.edu>

Email: inquiries@cpuniv.edu

Multiple Training Site Locations? No

Years in Operation: 22

Note: The services and program information for this training/education provider is reprinted from last year's training directory because the provider did not respond to requests for updated information.

Are the following services provided?

Financial Aid/Assistance:	No	Disabled Student Services:	No
Job Placement Assistance:	No	Disabled Student Access:	No
Career Counseling:	Yes	Learning Disabilities Pgm.:	No
Career Assessment:	Yes	Academic Advising:	Yes
Public Transit Nearby:	Yes	Tutorial Services:	Yes
On-Site Child Care:	No	ESL Courses:	No
Veteran Approved:	No	GED Assistance:	No
Distance Learning:	Yes	Short-Term Classes:	No

Degree Programs Offered

Administration and Management - International Business Law (Undergraduate and Graduate)

Administration and Management (Undergraduate and Graduate)

Health and Human Services (Undergraduate and Graduate)

Humanities (Undergraduate and Graduate)

Natural Sciences (Undergraduate and Graduate)

Social Science (Undergraduate and Graduate)

Computer Services & Instruction, Inc.

Address: 190 S. Orchard Avenue, Suite B-230, Vacaville, CA 95688

Phone: 707-455-0557 Fax: 707-455-8699

Website: <http://www.traincsi.com>

Email: office@traincsi.com

Multiple Training Site Locations? No

Years in Operation: 5

Are the following services provided?

Financial Aid/Assistance:	Yes	Disabled Student Services:	No
Job Placement Assistance:	Yes	Disabled Student Access:	No
Career Counseling:	No	Learning Disabilities Pgm.:	No
Career Assessment:	No	Academic Advising:	Yes
Public Transit Nearby:	Yes	Tutorial Services:	Yes
On-Site Child Care:	No	ESL Courses:	No
Veteran Approved:	Yes	GED Assistance:	No
Distance Learning:	No	Short-Term Classes:	Yes

Certificate Programs Offered

Certified Computer Service and Network Technician

Occupational Objective(s): *Computer Network Technicians, Computer Service Technicians*

Approximate Cost to Complete: \$6,995 plus registration and testing fee

Average Time to Complete: 16 weeks (560 hours)

Self-Paced Learning? No

Program Entry Requirements: Completion of 10th grade or 3 years work experience, pass assessment

Certified Computer Service Technician

Occupational Objective(s): *Computer Service Technicians*

Approximate Cost to Complete: \$5950 plus registration and testing fee

Average Time to Complete: 12 weeks (420 hours)

Self-Paced Learning? No

Program Entry Requirements: Completion of 10th grade or 3 years work experience, pass assessment

Computerized Office Administration

Occupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$4,900 plus registration fee

Average Time to Complete: 20 weeks (400 hours)

Self-Paced Learning? Yes

Program Entry Requirements: Completion of 10th grade or 3 years work experience, pass assessment

Computerized Office with Bookkeeping

Occupational Objective(s): *Bookkeeping/Accounting Clerks*

Approximate Cost to Complete: \$4,900 plus registration fee

Average Time to Complete: 20 weeks (400 hours)

Self-Paced Learning? Yes

Program Entry Requirements: Completion of 10th grade or 3 years work experience, pass assessment

Medical Assistant (Front Office)

Occupational Objective(s): *Medical Records Technicians, Secretaries - Medical*

Approximate Cost to Complete: \$4,900 plus registration fee

Average Time to Complete: 20 weeks (400 hours)

Self-Paced Learning? Yes

Program Entry Requirements: Completion of 10th grade or 3 years work experience, pass assessment

Medical Billing Specialist

Occupational Objective(s): *Billing Clerks - Medical*

Approximate Cost to Complete: \$6,995 plus registration fee

Average Time to Complete: 30 weeks (500 hours)

Self-Paced Learning? No

Program Entry Requirements: Completion of 10th grade or 3 years work experience, pass assessment

Contractors License Courses

Address: 987 Airway Court, Suite 201, Santa Rosa, CA 95403

Phone: 707-578-8877 Fax: 707-578-0607

Email: charleneragz@aol.com

Multiple Training Site Locations? No

Years in Operation: 18

Note: The services and program information for this training/education provider is reprinted from last year's training directory because the provider did not respond to requests for updated information.

Are the following services provided?

Financial Aid/Assistance:	No	Disabled Student Services:	No
Job Placement Assistance:	No	Disabled Student Access:	No
Career Counseling:	Yes	Learning Disabilities Pgm.:	No
Career Assessment:	No	Academic Advising:	Yes
Public Transit Nearby:	Yes	Tutorial Services:	Yes
On-Site Child Care:	No	ESL Courses:	No
Veteran Approved:	No	GED Assistance:	No
Distance Learning:	Yes	Short-Term Classes:	Yes

Certificate Programs Offered

Contractors Licensed Courses

Occupational Objective(s): *Construction Contractors*

Approximate Cost to Complete: \$815-1,045

Average Time to Complete: 4 months (120 hours)

Self-Paced Learning? No

Program Entry Requirements: 21 years or older, 4+ years in trade

Contractors Testing Service of San Rafael

Address: 95 Woodland Avenue, San Rafael, CA 94901

Phone: 415-479-9900 Fax: 415-454-9949

Multiple Training Site Locations? No

Note: The services and program information for this training/education provider is reprinted from last year's training directory because the provider did not respond to requests for updated information.

Are the following services provided?

Financial Aid/Assistance:	Yes	Disabled Student Services:	No
Job Placement Assistance:	No	Disabled Student Access:	No
Career Counseling:	No	Learning Disabilities Pgm.:	No
Career Assessment:	No	Academic Advising:	No
Public Transit Nearby:	Yes	Tutorial Services:	Yes
On-Site Child Care:	No	ESL Courses:	No
Veteran Approved:	No	GED Assistance:	No
Distance Learning:	No	Short-Term Classes:	Yes

Certificate Programs Offered

General Building

Occupational Objective(s): *Construction Contractors*

Approximate Cost to Complete: Call for information

Average Time to Complete: 10-12 weeks (30-36 hours)

Self-Paced Learning? No

Program Entry Requirements: 21 years or older, 4+ years in trade

Landscaping

Occupational Objective(s): *Landscaping/Groundskeeping/Nursery Occupations*

Approximate Cost to Complete: Call for information

Average Time to Complete: 10-12 weeks (30-36 hours)

Self-Paced Learning? No

Program Entry Requirements: 21 years or older, 4+ years in trade

County of Sonoma Health Services Caregiver Training

Address: 2250 Northpoint Parkway, Santa Rosa, CA 95402-4059

Phone: 707-565-5930 Fax: 707-565-5980

Email: cdaleide@sonoma-county.org

Multiple Training Site Locations? No

Years in Operation: 5

Are the following services provided?

Financial Aid/Assistance:	Yes	Disabled Student Services:	No
Job Placement Assistance:	No	Disabled Student Access:	No
Career Counseling:	No	Learning Disabilities Pgm.:	No
Career Assessment:	No	Academic Advising:	No
Public Transit Nearby:	Yes	Tutorial Services:	No
On-Site Child Care:	No	ESL Courses:	No
Veteran Approved:	No	GED Assistance:	No
Distance Learning:	No	Short-Term Classes:	Yes

Certificate Programs Offered

Caregiver Training Program

Occupational Objective(s): *Personal and Home Care Aides*

Approximate Cost to Complete: \$30

Average Time to Complete: 8 weeks (32 hours)

Self-Paced Learning? No

Program Entry Requirements: 16 years or older

DeLoux Cosmetology (Fairfield and Marin Branches)

Address: 1787 North Texas Street, Fairfield, CA 94533

Phone: 707-427-1712 Fax: 707-427-1721

Multiple Training Site Locations? Yes

Years in Operation: 20

Accreditation: California State Board of Cosmetology

Are the following services provided?

Financial Aid/Assistance:	Yes	Disabled Student Services:	Yes
Job Placement Assistance:	Yes	Disabled Student Access:	Yes
Career Counseling:	Yes	Learning Disabilities Pgm.:	No
Career Assessment:	Yes	Academic Advising:	Yes
Public Transit Nearby:	Yes	Tutorial Services:	No
On-Site Child Care:	No	ESL Courses:	No
Veteran Approved:	No	GED Assistance:	No
Distance Learning:	No	Short-Term Classes:	Yes

Certificate Programs Offered

Cosmetology

Occupational Objective(s): *Hairstylists*

Approximate Cost to Complete: \$4,490

Average Time to Complete: 10 months (1,600 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 16 years or older, high school graduate/GED, pass assessment exam

Esthetician

Occupational Objective(s): *Estheticians*

Approximate Cost to Complete: \$3,280

Average Time to Complete: 4-6 months (600 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 16 years or older, high school graduate/GED, pass assessment exam

Manicuring

Occupational Objective(s): *Manicurists*

Approximate Cost to Complete: \$1,470

Average Time to Complete: 3 months (400 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 16 years or older, high school graduate/GED, pass assessment exam

Diamond Light School of Massage & Healing Arts

Address: P.O. Box 5443, Mill Valley, CA 94942

Phone: 415-454-6651 Website: <http://www.diamondlight.net>

Multiple Training Site Locations? No

Years in Operation: 15

Are the following services provided?

Financial Aid/Assistance:	No	Disabled Student Services:	No
Job Placement Assistance:	No	Disabled Student Access:	No
Career Counseling:	No	Learning Disabilities Pgm.:	No
Career Assessment:	Yes	Academic Advising:	Yes
Public Transit Nearby:	Yes	Tutorial Services:	No
On-Site Child Care:	No	ESL Courses:	No
Veteran Approved:	No	GED Assistance:	No
Distance Learning:	No	Short-Term Classes:	Yes

Certificate Programs Offered

Advanced Bodywork Practitioner

Occupational Objective(s): *Massage Therapists*

Approximate Cost to Complete: Call for information

Average Time to Complete: 500 hours

Self-Paced Learning? No

Program Entry Requirements: Call for information

Deep Body Work Certification

Occupational Objective(s): *Massage Therapists*

Approximate Cost to Complete: \$600

Average Time to Complete: 56 hours

Self-Paced Learning? No

Program Entry Requirements: Call for information

Energetic Healing Certification

Occupational Objective(s): *Massage Therapists*

Approximate Cost to Complete: \$600

Average Time to Complete: 100 hours

Self-Paced Learning? No

Program Entry Requirements: Call for information

Hypnotherapist Certification

Occupational Objective(s): *Hypnotherapists*

Approximate Cost to Complete: \$1,450

Average Time to Complete: 100 hours

Self-Paced Learning? No

Program Entry Requirements: Call for information

Massage Therapist Certification

Occupational Objective(s): *Massage Therapists*

Approximate Cost to Complete: \$1,200

Average Time to Complete: 3 months (150 hours)

Self-Paced Learning? No

Program Entry Requirements: Call for information

Dominican University of California

Address: 50 Acacia Avenue, San Rafael, CA 94901

Phone: 415-485-3204 Fax: 415-485-3214

Website: <http://www.dominican.edu>

Email: enroll@dominican.edu

Multiple Training Site Locations? Yes

Years in Operation: 110

Accreditation: Western Association of Schools and Colleges

Are the following services provided?

Financial Aid/Assistance:	Yes	Disabled Student Services:	Yes
Job Placement Assistance:	Yes	Disabled Student Access:	Yes
Career Counseling:	Yes	Learning Disabilities Pgm.:	Yes
Career Assessment:	Yes	Academic Advising:	Yes
Public Transit Nearby:	Yes	Tutorial Services:	Yes
On-Site Child Care:	No	ESL Courses:	Yes
Veteran Approved:	Yes	GED Assistance:	No
Distance Learning:	Yes	Short-Term Classes:	No

Degree Programs Offered

Accounting and Finance (Undergraduate)

Art (Undergraduate)

Art History (Undergraduate)

Biology (Undergraduate)

Business Administration - International Management (Undergraduate and Graduate)

Business Administration - Strategic Leadership (Graduate)

Business Administration (Undergraduate)

Communications (Undergraduate)

Counseling Psychology (Graduate)

Curriculum and Instruction (Graduate)

English Literature - Writing Emphasis (Undergraduate)

English Literature (Undergraduate)

Environmental Studies (Undergraduate)

History (Undergraduate)

Human Resource Management (Undergraduate)

Humanities (Undergraduate and Graduate)

Interdisciplinary Major (Undergraduate)

International Economic and Political Assessment (Graduate)

International Languages (Undergraduate)

International Studies (Undergraduate)

Liberal Studies (Undergraduate)

Management and Marketing (Undergraduate)

Music (Undergraduate)

Nursing (Undergraduate)

Occupational Therapy (Undergraduate)

Politics (Undergraduate)

Pre-Law Program (Undergraduate)

Pre-Medical Program (Undergraduate)

Psychology (Undergraduate)

Religion (Undergraduate)

Teaching Credential Programs

Embry-Riddle Aeronautical University

Address: 530 Hickam Avenue Bldg. 249, Suite 30, Travis AFB, CA 94535

Phone: 707-437-5464 Fax: 707-437-5117

Website: <http://www.ec.erau.edu>

Email: travis_center@cts.db.erau.edu

Multiple Training Site Locations? No

Years in Operation: 15

Accreditation: Southern Association of Colleges and Schools

Are the following services provided?

Financial Aid/Assistance:	Yes	Disabled Student Services:	No
Job Placement Assistance:	Yes	Disabled Student Access:	No
Career Counseling:	No	Learning Disabilities Pgm.:	No
Career Assessment:	No	Academic Advising:	Yes
Public Transit Nearby:	No	Tutorial Services:	No
On-Site Child Care:	No	ESL Courses:	No
Veteran Approved:	Yes	GED Assistance:	No
Distance Learning:	Yes	Short-Term Classes:	No

Degree Programs Offered

Aeronautical Science (Graduate)

Business Administration in Aviation (Graduate)

Management of Technical Operations (Undergraduate)

Professional Aeronautics (Associate and Undergraduate)

Certificate Programs Offered

Aviation Safety (Undergraduate)

Occupational Objective(s): Call for information

Approximate Cost to Complete: \$2,610

Average Time to Complete: 18 months

Self-Paced Learning? No

Program Entry Requirements: Call for Information

Empire College

Address: 3035 Cleveland Avenue, Santa Rosa, CA 95403

Phone: 707-546-4000 Fax: 707-546-4058

Website: <http://www.empcol.com>

Email: rhurd@empirecollege.com

Multiple Training Site Locations? No

Years in Operation: 40

Accreditation: Accrediting Council for Independent Colleges and Schools

Are the following services provided?

Financial Aid/Assistance:	Yes	Disabled Student Services:	No
Job Placement Assistance:	Yes	Disabled Student Access:	No
Career Counseling:	No	Learning Disabilities Pgm.:	No
Career Assessment:	No	Academic Advising:	Yes
Public Transit Nearby:	Yes	Tutorial Services:	Yes
On-Site Child Care:	No	ESL Courses:	No
Veteran Approved:	Yes	GED Assistance:	No
Distance Learning:	No	Short-Term Classes:	Yes

Certificate Programs Offered

Bookkeeping Technician

Occupational Objective(s): *Bookkeeping/Accounting Clerks*

Approximate Cost to Complete: \$5,150

Average Time to Complete: 25-29 weeks (625 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older, high school graduate/GED

Clerical Office Technician

Occupational Objective(s): *Receptionists, Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$3,950

Average Time to Complete: 15-19 weeks (425 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older, high school graduate/GED

Computer Technician

Occupational Objective(s): *Computer Support Specialists*

Approximate Cost to Complete: \$5,700

Average Time to Complete: 15 weeks (450 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older, high school graduate/GED

Computer/Administrative Skills

Occupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$2,950

Average Time to Complete: 15-19 weeks (325 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older, high school graduate/GED, type 35 wpm with previous experience

Empire College - continued

Computerized Office Assistant

Occupational Objective(s): *Receptionists, Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$5,500

Average Time to Complete: 15 weeks (450 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older, high school graduate/GED

Data Entry Technician

Occupational Objective(s): *Bookkeeping/Accounting Clerks, Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$4,950

Average Time to Complete: 20-24 weeks (525 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older, high school graduate/GED

Medical Clinical Assistant - Modified (Option 1)

Occupational Objective(s): *Medical Assistants*

Approximate Cost to Complete: \$5,050

Average Time to Complete: 20-24 weeks (575 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older, high school graduate/GED

Medical Clinical Assistant - Modified (Option 2)

Occupational Objective(s): *Medical Assistants*

Approximate Cost to Complete: \$5,150

Average Time to Complete: 25 weeks (625 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older, high school graduate/GED

Medical Receptionist

Occupational Objective(s): *Receptionists, Secretaries - Medical*

Approximate Cost to Complete: \$3,950

Average Time to Complete: 15-19 weeks (425 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older, high school graduate/GED

Medical Receptionist/Insurance Clerk

Occupational Objective(s): *Billing Clerks - Medical, Receptionists, Secretaries - Medical*

Approximate Cost to Complete: \$4,950

Average Time to Complete: 20-24 weeks (525 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older, high school graduate/GED

Office Assistant

Occupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$4,950

Average Time to Complete: 20-24 weeks (525 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older, high school graduate/GED

Receptionist

Occupational Objective(s): *Receptionists*

Approximate Cost to Complete: \$3,950

Average Time to Complete: 15-19 weeks (425 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older, high school graduate/GED

Engineering Technical Services (ETS)

Address: 194- B Wikiup Drive, Santa Rosa, CA 95403

Phone: 707-546-4300 Fax: 707-546-2444

Website: <http://www.etseng.com>

Email: etsinc@sonic.net

Multiple Training Site Locations? No

Years in Operation: 22

Are the following services provided?

Financial Aid/Assistance:	No	Disabled Student Services:	Yes
Job Placement Assistance:	Yes	Disabled Student Access:	Yes
Career Counseling:	Yes	Learning Disabilities Pgm.:	No
Career Assessment:	Yes	Academic Advising:	Yes
Public Transit Nearby:	Yes	Tutorial Services:	Yes
On-Site Child Care:	No	ESL Courses:	No
Veteran Approved:	Yes	GED Assistance:	No
Distance Learning:	No	Short-Term Classes:	Yes

Certificate Programs Offered

Computer-Aided Drafting

Occupational Objective(s): *Drafters/CAD Operators*

Approximate Cost to Complete: \$750

Average Time to Complete: 6 weeks (54 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older

Fairfield-Suisun Adult School

Address: 1100 Civic Center Drive, Fairfield, CA 94533

Phone: 707-421-4155 Fax: 707-421-4158

Multiple Training Site Locations? Yes

Years in Operation: 32

Accreditation: Western Association of Schools and Colleges

Are the following services provided?

Financial Aid/Assistance:	Yes	Disabled Student Services:	No
Job Placement Assistance:	Yes	Disabled Student Access:	No
Career Counseling:	Yes	Learning Disabilities Pgm.:	No
Career Assessment:	Yes	Academic Advising:	Yes
Public Transit Nearby:	Yes	Tutorial Services:	Yes
On-Site Child Care:	No	ESL Courses:	Yes
Veteran Approved:	Yes	GED Assistance:	Yes
Distance Learning:	No	Short-Term Classes:	Yes

Certificate Programs Offered

Accounting

Occupational Objective(s): *Bookkeeping/Accounting Clerks*

Approximate Cost to Complete: \$150

Average Time to Complete: 20 weeks

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older

Certified Nursing Assistant

Occupational Objective(s): *Nurse Aides*

Approximate Cost to Complete: \$200 plus fees

Average Time to Complete: 250 hours

Self-Paced Learning? No

Program Entry Requirements: 18 years or older

Continuing Education Units (CEU's)

Occupational Objective(s):

Approximate Cost to Complete: \$20

Average Time to Complete: 1 day

Self-Paced Learning? No

Program Entry Requirements: Certified Nursing Assistant

Home Health Aide

Occupational Objective(s): *Home Health Aides*

Approximate Cost to Complete: \$30

Average Time to Complete: 60 hours

Self-Paced Learning? No

Program Entry Requirements: 18 years or older

Fairfield-Suisun Adult School - continued

Medical Billing

Occupational Objective(s): *Billing Clerks - Medical*

Approximate Cost to Complete: \$50 + books

Average Time to Complete: 13 weeks (evenings)

Self-Paced Learning? No

Program Entry Requirements: Medical experience recommended

Medical Front Office

Occupational Objective(s): *Secretaries - Medical*

Approximate Cost to Complete: \$50 + books

Average Time to Complete: 13 weeks (evenings)

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older

Office Automation/Clerical Training

Occupational Objective(s): *Receptionists, Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$250

Average Time to Complete: 22 weeks

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older

Falcon Truck School

Address: Bldg 487, Mare Island, Vallejo, CA 94592

Phone: 707-562-3580 Fax: 707-562-3583

Multiple Training Site Locations? No

Years in Operation: 18

Are the following services provided?

Financial Aid/Assistance:	No	Disabled Student Services:	No
Job Placement Assistance:	Yes	Disabled Student Access:	No
Career Counseling:	No	Learning Disabilities Pgm.:	No
Career Assessment:	No	Academic Advising:	No
Public Transit Nearby:	Yes	Tutorial Services:	No
On-Site Child Care:	No	ESL Courses:	No
Veteran Approved:	Yes	GED Assistance:	No
Distance Learning:	No	Short-Term Classes:	Yes

Certificate Programs Offered

Truck Driving (Class A) Training

Occupational Objective(s): *Truck Drivers - Heavy/Tractor-Trailer*

Approximate Cost to Complete: \$3,100

Average Time to Complete: 4 weeks (160 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older, good DMV driving record

Golden Gate Baptist Theological Seminary

Address: 201 Seminary Drive, Mill Valley, CA 94941

Phone: 415-388-8080 Fax: 415-383-0723

Website: <http://www.ggbts.edu>

Multiple Training Site Locations? No

Years in Operation: 41

Accreditation: Western Association of Schools and Colleges, Association for Theological Schools

Note: The services and program information for this training/education provider is reprinted from last year's training directory because the provider did not respond to requests for updated information.

Are the following services provided?

Financial Aid/Assistance:	No	Disabled Student Services:	Yes
Job Placement Assistance:	Yes	Disabled Student Access:	Yes
Career Counseling:	No	Learning Disabilities Pgm.:	No
Career Assessment:	No	Academic Advising:	Yes
Public Transit Nearby:	Yes	Tutorial Services:	Yes
On-Site Child Care:	Yes	ESL Courses:	No
Veteran Approved:	Yes	GED Assistance:	No
Distance Learning:	Yes	Short-Term Classes:	Yes

Degree Programs Offered

Contextual Leadership Development

Diploma of Christian Education

Diploma of Theology - ELD

Doctor of Ministry

Master of Arts in Christian Education

Master of Arts in Church Music

Master of Arts in Intercultural Studies

Master of Arts in Theological Studies

Master of Arts in Worship Leadership

Master of Divinity

Master of Theology

H & R Block Tax Training School

Address: 9000 Northgate Mall, San Rafael, CA 94903

Phone: 415-479-4219 Fax: 415-479-9885

Multiple Training Site Locations? Yes

Accreditation: California Tax Education Council

Are the following services provided?

Financial Aid/Assistance:	No	Disabled Student Services:	Yes
Job Placement Assistance:	No	Disabled Student Access:	Yes
Career Counseling:	No	Learning Disabilities Pgm.:	No
Career Assessment:	No	Academic Advising:	No
Public Transit Nearby:	No	Tutorial Services:	No
On-Site Child Care:	No	ESL Courses:	No
Veteran Approved:	Yes	GED Assistance:	No
Distance Learning:	No	Short-Term Classes:	Yes

Certificate Programs Offered

Certified Tax Preparer

Occupational Objective(s): *Tax Preparers*

Approximate Cost to Complete: \$295

Average Time to Complete: 11 weeks

Self-Paced Learning? No

Program Entry Requirements: 18 years or older, high school graduate/GED

Hands On Computer Learning Center

Address: 223 Southwest Blvd., Rohnert Park, CA 94928

Phone: 707-795-4895 Fax: 707-795-8636

Website: <http://www.handsoncomputers.com>

Email: hclc@sonic.net

Multiple Training Site Locations? No

Years in Operation: 5

Are the following services provided?

Financial Aid/Assistance:	Yes	Disabled Student Services:	No
Job Placement Assistance:	Yes	Disabled Student Access:	No
Career Counseling:	No	Learning Disabilities Pgm.:	No
Career Assessment:	No	Academic Advising:	No
Public Transit Nearby:	Yes	Tutorial Services:	Yes
On-Site Child Care:	No	ESL Courses:	No
Veteran Approved:	Yes	GED Assistance:	No
Distance Learning:	No	Short-Term Classes:	Yes

Certificate Programs Offered

Computer Information System Specialist

Occupational Objective(s): *Computer Network Administrators, Computer Network Technicians, Computer Service Technicians*

Approximate Cost to Complete: \$7,000

Average Time to Complete: 13 weeks (364 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older and high school graduate/GED

Heald College

Address: 2425 Mendocino Avenue, Santa Rosa, CA 95403

Phone: 707-525-1300 Fax: 707-527-0251

Website: <http://www.heald.edu>

Multiple Training Site Locations? Yes

Years in Operation: 137

Accreditation: Western Association of Schools and Colleges

Are the following services provided?

Financial Aid/Assistance:	Yes	Disabled Student Services:	No
Job Placement Assistance:	Yes	Disabled Student Access:	No
Career Counseling:	Yes	Learning Disabilities Pgm.:	No
Career Assessment:	No	Academic Advising:	Yes
Public Transit Nearby:	Yes	Tutorial Services:	Yes
On-Site Child Care:	No	ESL Courses:	No
Veteran Approved:	Yes	GED Assistance:	No
Distance Learning:	No	Short-Term Classes:	No

Certificate Programs Offered

Business Software Applications

Occupational Objective(s): *Computer Support Specialists*

Approximate Cost to Complete: \$10,080

Average Time to Complete: 12 months

Self-Paced Learning? No

Program Entry Requirements: High school graduate/GED, pass entrance evaluation

Computer Business Administration

Occupational Objective(s): *Office Managers*

Approximate Cost to Complete: \$10,080

Average Time to Complete: 12 months

Self-Paced Learning? No

Program Entry Requirements: High school graduate/GED, pass entrance evaluation

Computer Technology

Occupational Objective(s): *Computer Support Specialists*

Approximate Cost to Complete: \$10,080

Average Time to Complete: 12 months

Self-Paced Learning? No

Program Entry Requirements: High school graduate/GED, pass entrance evaluation

Networking Technology

Occupational Objective(s): *Network Technician*

Approximate Cost to Complete: \$7,560

Average Time to Complete: 9 months

Self-Paced Learning? No

Program Entry Requirements: High school graduate/GED, pass entrance evaluation

Hypnotherapy Training Institute

Address: 4730 Alta Vista Avenue, Santa Rosa, CA 95404

Phone: 707-579-9023 Fax: 707-578-1033

Website: <http://www.hypnoschool.com>

Email: hypno@sonic.net

Multiple Training Site Locations? No

Years in Operation: 23

Accreditation: American Council of Hypnotist Examiners

Are the following services provided?

Financial Aid/Assistance:	No	Disabled Student Services:	Yes
Job Placement Assistance:	No	Disabled Student Access:	Yes
Career Counseling:	No	Learning Disabilities Pgm.:	No
Career Assessment:	Yes	Academic Advising:	No
Public Transit Nearby:	Yes	Tutorial Services:	Yes
On-Site Child Care:	No	ESL Courses:	No
Veteran Approved:	No	GED Assistance:	No
Distance Learning:	No	Short-Term Classes:	Yes

Certificate Programs Offered

Hypnotherapy Certification Training

Occupational Objective(s): *Hypnotherapists*

Approximate Cost to Complete: \$3,250-4,000

Average Time to Complete: 3-10 months (200-250 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older, high school graduate/GED

Information Management Instruction Training (IMIT)

Address: 951 Petaluma Blvd. South, Petaluma, CA 94952

Phone: 707-765-6214 Fax: 707-762-3716

Website: <http://www.sfnet.net/imit>

Email: zoet@sfnet.net

Multiple Training Site Locations? No

Years in Operation: 13

Are the following services provided?

Financial Aid/Assistance:	No	Disabled Student Services:	No
Job Placement Assistance:	Yes	Disabled Student Access:	No
Career Counseling:	No	Learning Disabilities Pgm.:	No
Career Assessment:	No	Academic Advising:	No
Public Transit Nearby:	Yes	Tutorial Services:	Yes
On-Site Child Care:	No	ESL Courses:	No
Veteran Approved:	Yes	GED Assistance:	No
Distance Learning:	Yes	Short-Term Classes:	Yes

Certificate Programs Offered

Administrative Assistant

Occupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$6,006

Average Time to Complete: 14 weeks (420 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older

Customer Service Representative/Secretary

Occupational Objective(s): *Adjustment (Customer Service) Clerks, Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$3,690

Average Time to Complete: 9 weeks (270 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older

Marketing Assistant (Online/Print Media)

Occupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$5,585

Average Time to Complete: 12 weeks (360 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older

Microcomputer Operator/General Clerical

Occupational Objective(s): *Receptionists, Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$2,795

Average Time to Complete: 6 weeks (180 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older

Information Management Instruction Training - continued

Microcomputer Support/Network Technician

Occupational Objective(s): *Computer Network Technicians, Computer Support Specialists*

Approximate Cost to Complete: \$7,418

Average Time to Complete: 16 weeks (480 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older

Web Site Designer/Publisher

Occupational Objective(s): *Multimedia Related Occupations, Webmasters*

Approximate Cost to Complete: \$6,900

Average Time to Complete: 15 weeks

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older

Institute for Educational Therapy

Address: 7981 Old Redwood Highway, Suite F, Cotati, CA 94931

Phone: 707-795-1284 Fax: 707-795-3375

Website: <http://www.iet.org>

Email: iet@sonic.net

Multiple Training Site Locations? Yes

Years in Operation: 12

Are the following services provided?

Financial Aid/Assistance:	No	Disabled Student Services:	No
Job Placement Assistance:	Yes	Disabled Student Access:	No
Career Counseling:	No	Learning Disabilities Pgm.:	No
Career Assessment:	No	Academic Advising:	Yes
Public Transit Nearby:	Yes	Tutorial Services:	Yes
On-Site Child Care:	No	ESL Courses:	No
Veteran Approved:	No	GED Assistance:	No
Distance Learning:	Yes	Short-Term Classes:	Yes

Certificate Programs Offered

Certified Diet Counselor

Occupational Objective(s): *Dietitians and Nutritionists*

Approximate Cost to Complete: \$1,995 + books

Average Time to Complete: 6 months (200 hours)

Self-Paced Learning? No

Program Entry Requirements: High school graduate/GED

Certified Diet Counselor (Home Study)

Occupational Objective(s): *Dietitians and Nutritionists*

Approximate Cost to Complete: \$2,136 + books

Average Time to Complete: 200 hours

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older, high school graduate/GED

Certified Nutrition Consultant

Occupational Objective(s): *Dietitians and Nutritionists*

Approximate Cost to Complete: \$3,258 + books

Average Time to Complete: 12 months (750 hours)

Self-Paced Learning? No

Program Entry Requirements: Complete prerequisite course/program, 18 years or older, high school graduate/GED

Certified Nutrition Educator

Occupational Objective(s): *Dietitians and Nutritionists*

Approximate Cost to Complete: \$1,976 + books

Average Time to Complete: 6 months (400 hours)

Self-Paced Learning? No

Program Entry Requirements: Complete prerequisite course/program, 18 years or older, high school graduate/GED

Institute for Educational Therapy - continued

Certified Nutrition Educator (Home Study)

Occupational Objective(s): *Dietitians and Nutritionists*

Approximate Cost to Complete: \$1,996 + books

Average Time to Complete: 400 hours

Self-Paced Learning? Yes

Program Entry Requirements: Complete prerequisite course/program, 18 years or older, high school graduate/GED

IET Culinary Art Program: Whole Food Cooks

Occupational Objective(s): *Cooks - Institution or Cafeteria, Cooks - Restaurant*

Approximate Cost to Complete: \$4,950

Average Time to Complete: 5 months (450 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older, high school graduate/GED

Institute of Imaginal Studies

Address: 47 Sixth Street, Petaluma, CA 94952

Phone: 707-765-1836 Fax: 707-765-2351

Website: <http://www.imaginal.edu>

Email: institute@imaginal.edu

Multiple Training Site Locations? No

Years in Operation: 9

Are the following services provided?

Financial Aid/Assistance:	Yes	Disabled Student Services:	Yes
Job Placement Assistance:	No	Disabled Student Access:	Yes
Career Counseling:	Yes	Learning Disabilities Pgm.:	Yes
Career Assessment:	No	Academic Advising:	Yes
Public Transit Nearby:	Yes	Tutorial Services:	Yes
On-Site Child Care:	No	ESL Courses:	No
Veteran Approved:	Yes	GED Assistance:	No
Distance Learning:	No	Short-Term Classes:	Yes

Degree Programs Offered

Psychology

Psychology Counseling

Ironworker Apprenticeship

Address: 3130 Bayshore Road, Benicia, CA 94510

Phone: 707-746-7666 Fax: 707-746-0145

Multiple Training Site Locations? No

Years in Operation: 50

Are the following services provided?

Financial Aid/Assistance:	No	Disabled Student Services:	No
Job Placement Assistance:	No	Disabled Student Access:	No
Career Counseling:	No	Learning Disabilities Pgm.:	No
Career Assessment:	No	Academic Advising:	No
Public Transit Nearby:	No	Tutorial Services:	No
On-Site Child Care:	No	ESL Courses:	No
Veteran Approved:	Yes	GED Assistance:	No
Distance Learning:	No	Short-Term Classes:	No

Apprenticeship Programs Offered

Ironworker Apprenticeship Program

Occupational Objective(s): *Ironworkers*

Approximate Cost to Complete: Union dues and tools

Average Time to Complete: 3 years

Self-Paced Learning? No

Program Entry Requirements: 18 years and high school graduate/GED

J Bass & Associates

Address: 6400 Redwood Drive, Suite 203, Rohnert Park, CA 94928

Phone: 707-584-3488 Fax: 707-584-3605

Website: <http://www.jbass.com>

Email: jbass@jbass.com

Multiple Training Site Locations? No

Years in Operation: 10

Are the following services provided?

Financial Aid/Assistance:	Yes	Disabled Student Services:	Yes
Job Placement Assistance:	Yes	Disabled Student Access:	Yes
Career Counseling:	Yes	Learning Disabilities Pgm.:	No
Career Assessment:	No	Academic Advising:	No
Public Transit Nearby:	Yes	Tutorial Services:	Yes
On-Site Child Care:	No	ESL Courses:	No
Veteran Approved:	Yes	GED Assistance:	No
Distance Learning:	Yes	Short-Term Classes:	Yes

Certificate Programs Offered

Administrative Assistant

Occupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$4,500

Average Time to Complete: 10 weeks (300 hours)

Self-Paced Learning? Yes

Program Entry Requirements: Pass assessment exam

Computer Information System Professional

Occupational Objective(s): *Computer Network Administrators, Computer Network Technicians, Computer Support Specialists*

Approximate Cost to Complete: \$5,400

Average Time to Complete: 12 weeks (360 hours)

Self-Paced Learning? Yes

Program Entry Requirements: Pass assessment exam

Customer Service Representative

Occupational Objective(s): *Adjustment (Customer Service) Clerks, Salespersons - Retail*

Approximate Cost to Complete: \$3,600

Average Time to Complete: 8 weeks (240 hours)

Self-Paced Learning? Yes

Program Entry Requirements: Pass assessment exam

I-Business Provider

Occupational Objective(s): *Business Related Occupations*

Approximate Cost to Complete: \$4,500

Average Time to Complete: 4 months

Self-Paced Learning? Yes

Program Entry Requirements: Pass assessment exam

J Bass & Associates - continued

Internet Information Specialist

Occupational Objective(s): *Multimedia Related Occupations, Webmasters*

Approximate Cost to Complete: \$5,400

Average Time to Complete: 12 weeks (360 hours)

Self-Paced Learning? Yes

Program Entry Requirements: Pass assessment exam

Microsoft Certified Systems Engineer (MCSE)

Occupational Objective(s): *Computer Network Administrators, Computer Systems Analysts*

Approximate Cost to Complete: \$2,400

Average Time to Complete: 12 weeks (6 seminars)

Self-Paced Learning? Yes

Program Entry Requirements: Complete prerequisite

Small Business Administrator

Occupational Objective(s): *Business Related Occupations*

Approximate Cost to Complete: \$5,400

Average Time to Complete: 12 weeks (360 hours)

Self-Paced Learning? Yes

Program Entry Requirements: Pass assessment exam

Jackson Hewitt Tax School

Address: 1501 Tennessee Street, Vallejo, CA 94590

Phone: 707-647-3278 Fax: 707-647-0153

Website: <http://www.jacksonhewitt.com>

Multiple Training Site Locations? Yes

Years in Operation: 14

Accreditation: California Tax Education Council

Note: The services and program information for this training/education provider is reprinted from last year's training directory because the provider did not respond to requests for updated information.

Are the following services provided?

Financial Aid/Assistance:	No	Disabled Student Services:	No
Job Placement Assistance:	Yes	Disabled Student Access:	No
Career Counseling:	No	Learning Disabilities Pgm.:	No
Career Assessment:	No	Academic Advising:	No
Public Transit Nearby:	Yes	Tutorial Services:	Yes
On-Site Child Care:	No	ESL Courses:	No
Veteran Approved:	No	GED Assistance:	No
Distance Learning:	Yes	Short-Term Classes:	Yes

Certificate Programs Offered

Advanced Tax Class

Occupational Objective(s): *Tax Preparers*

Approximate Cost to Complete: \$75

Average Time to Complete: 6 weeks

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older, bondable, licensed

Basic Income Tax Preparation

Occupational Objective(s): *Tax Preparers*

Approximate Cost to Complete: \$125

Average Time to Complete: 2-12 weeks

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older, bondable

Intermediate Tax Class

Occupational Objective(s): *Tax Preparers*

Approximate Cost to Complete: \$75

Average Time to Complete: 6 weeks

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older, bondable, licensed

Ja'onna's Medical and Laboratory Skills Training Program

Address: 3760 Morrow Lane, Suite A, Chico, CA 95928

Phone: 530-345-4248

Multiple Training Site Locations? Yes

Years in Operation: 26

Are the following services provided?

Financial Aid/Assistance:	No	Disabled Student Services:	No
Job Placement Assistance:	No	Disabled Student Access:	No
Career Counseling:	No	Learning Disabilities Pgm.:	No
Career Assessment:	No	Academic Advising:	Yes
Public Transit Nearby:	Yes	Tutorial Services:	Yes
On-Site Child Care:	No	ESL Courses:	No
Veteran Approved:	Yes	GED Assistance:	No
Distance Learning:	No	Short-Term Classes:	Yes

Certificate Programs Offered

Laboratory Assistant/Especial Medical Techniques

Occupational Objective(s): *Medical/Clinical Laboratory Technicians*

Approximate Cost to Complete: \$2,863-3,884

Average Time to Complete: 15 Weeks

Self-Paced Learning? No

Program Entry Requirements: 18 years or older, high school graduate/GED

Medical Laboratory Assistant

Occupational Objective(s): *Medical/Clinical Laboratory Technicians*

Approximate Cost to Complete: \$1,558-1,920

Average Time to Complete: 12 weeks

Self-Paced Learning? No

Program Entry Requirements: 18 years or older, high school graduate/GED

Para-Medical Examiner

Occupational Objective(s): *Para-Medical Examiners*

Approximate Cost to Complete: \$1,598-1,964

Average Time to Complete: 15 weeks

Self-Paced Learning? No

Program Entry Requirements: 18 years or older, high school graduate/GED

Phlebotomist

Occupational Objective(s): *Phlebotomists*

Approximate Cost to Complete: \$1,623-2,019

Average Time to Complete: 15 weeks

Self-Paced Learning? No

Program Entry Requirements: 18 years or older, high school graduate/GED

Phlebotomist Technician/Laboratory Assistant/Especial Medical Techniques

Occupational Objective(s): *Medical/Clinical Laboratory Technicians, Phlebotomists*

Approximate Cost to Complete: \$3,821-5,903

Average Time to Complete: 16 Weeks

Self-Paced Learning? No

Program Entry Requirements: 18 years or older, high school graduate/GED

Phlebotomist/Especial Medical Techniques

Occupational Objective(s): *Para-Medical Examiners, Phlebotomist*

Approximate Cost to Complete: \$2,890-3,983

Average Time to Complete: 15 Weeks

Self-Paced Learning? No

Program Entry Requirements: 18 years or older, high school graduate/GED

Phlebotomist/Laboratory Assistant

Occupational Objective(s): *Phlebotomists*

Approximate Cost to Complete: \$2,921-4,027

Average Time to Complete: 15 weeks

Self-Paced Learning? No

Program Entry Requirements: 18 years or older, high school graduate/GED

Jean Pierre International Models

Address: PMB 302 3336 N. Texas St. Suite J, Fairfield, CA 94533

Phone: 707-429-0802

Multiple Training Site Locations? No

Years in Operation: 19

Note: The services and program information for this training/education provider is reprinted from last year's training directory because the provider did not respond to requests for updated information.

Are the following services provided?

Financial Aid/Assistance:	No	Disabled Student Services:	Yes
Job Placement Assistance:	Yes	Disabled Student Access:	Yes
Career Counseling:	No	Learning Disabilities Pgm.:	Yes
Career Assessment:	No	Academic Advising:	No
Public Transit Nearby:	Yes	Tutorial Services:	Yes
On-Site Child Care:	No	ESL Courses:	No
Veteran Approved:	No	GED Assistance:	No
Distance Learning:	Yes	Short-Term Classes:	Yes

Certificate Programs Offered

Modeling

Occupational Objective(s): *Models*

Approximate Cost to Complete: \$1,500

Average Time to Complete: 3 months (60 hours)

Self-Paced Learning? No

Program Entry Requirements: 5 years or older

Julie Nation Academy

Address: 2455 Bennett Valley Road, Suite 110 A, Santa Rosa, CA 95404

Phone: 707-575-8585 Fax: 707-575-8596

Website: <http://www.julienation.com>

Multiple Training Site Locations? No

Years in Operation: 28

Are the following services provided?

Financial Aid/Assistance:	No	Disabled Student Services:	No
Job Placement Assistance:	Yes	Disabled Student Access:	No
Career Counseling:	Yes	Learning Disabilities Pgm.:	No
Career Assessment:	Yes	Academic Advising:	Yes
Public Transit Nearby:	Yes	Tutorial Services:	Yes
On-Site Child Care:	No	ESL Courses:	No
Veteran Approved:	No	GED Assistance:	No
Distance Learning:	No	Short-Term Classes:	Yes

Certificate Programs Offered

Fashion Merchandising

Occupational Objective(s): *Salespersons - Retail*

Approximate Cost to Complete: \$4,800

Average Time to Complete: 9 months

Self-Paced Learning? No

Program Entry Requirements: 18 years or older, high school graduate/GED

Personal Development

Occupational Objective(s): *Receptionists*

Approximate Cost to Complete: \$700

Average Time to Complete: 3 months

Self-Paced Learning? No

Program Entry Requirements: None

Professional Modeling

Occupational Objective(s): *Models*

Approximate Cost to Complete: \$1,760

Average Time to Complete: 6 months

Self-Paced Learning? No

Program Entry Requirements: None

TV and Film Acting

Occupational Objective(s): *Actors*

Approximate Cost to Complete: \$1,500

Average Time to Complete: 6 months

Self-Paced Learning? No

Program Entry Requirements: None

Julie Nation Academy - continued

TV Commercial Acting

Occupational Objective(s): *Actors*

Approximate Cost to Complete: \$750

Average Time to Complete: 3 months

Self-Paced Learning? No

Program Entry Requirements: None

Le Melange Academy of Hair

Address: 931 Coombs Street, Napa, CA 94559

Phone: 707-257-7767 Fax: 707-257-8667

Website: <http://www.lemangeacademy.com>

Multiple Training Site Locations? No

Years in Operation: 6

Are the following services provided?

Financial Aid/Assistance:	Yes	Disabled Student Services:	Yes
Job Placement Assistance:	Yes	Disabled Student Access:	Yes
Career Counseling:	Yes	Learning Disabilities Pgm.:	No
Career Assessment:	No	Academic Advising:	No
Public Transit Nearby:	Yes	Tutorial Services:	No
On-Site Child Care:	No	ESL Courses:	No
Veteran Approved:	No	GED Assistance:	No
Distance Learning:	No	Short-Term Classes:	No

Certificate Programs Offered

Cosmetology

Occupational Objective(s): *Hairstylists*

Approximate Cost to Complete: \$5,900

Average Time to Complete: 10 months (1,600 hours)

Self-Paced Learning? No

Program Entry Requirements: 16 years or older, 10th grade education

Esthetician

Occupational Objective(s): *Estheticians*

Approximate Cost to Complete: \$4,522

Average Time to Complete: 4 months (600 hours)

Self-Paced Learning? No

Program Entry Requirements: 16 years or older, 10th grade education

Manicuring

Occupational Objective(s): *Manicurists*

Approximate Cost to Complete: \$1,997

Average Time to Complete: 10 weeks (400 hours)

Self-Paced Learning? No

Program Entry Requirements: 16 years or older, 10th grade education

Lewis Adult Education Center

Address: 2230 Lomitas Avenue, Santa Rosa, CA 95404

Phone: 707-522-3280 Fax: 707-522-3289

Website: <http://www.lewisadult.com>

Email: rrpheal@aded.srca.k12.ca.us

Multiple Training Site Locations? No

Years in Operation: 30

Are the following services provided?

Financial Aid/Assistance:	No	Disabled Student Services:	No
Job Placement Assistance:	No	Disabled Student Access:	No
Career Counseling:	No	Learning Disabilities Pgm.:	No
Career Assessment:	No	Academic Advising:	No
Public Transit Nearby:	Yes	Tutorial Services:	No
On-Site Child Care:	No	ESL Courses:	Yes
Veteran Approved:	No	GED Assistance:	Yes
Distance Learning:	No	Short-Term Classes:	No

Certificate Programs Offered

Beginning Computer-Applications

Occupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$30

Average Time to Complete: 6 weeks (24 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older

Beginning Computer-Job Preparation

Occupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$30

Average Time to Complete: Call for information

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older

Bookkeeping

Occupational Objective(s): *Bookkeeping/Accounting Clerks*

Approximate Cost to Complete: \$80

Average Time to Complete: 6 months (240 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older

Computerized Bookkeeping

Occupational Objective(s): *Bookkeeping/Accounting Clerks*

Approximate Cost to Complete: \$45

Average Time to Complete: 6 weeks (36 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older

Database Management

Occupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$25 + books

Average Time to Complete: Call for information

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older

Desktop Publishing

Occupational Objective(s): *Desktop Publishing Specialists*

Approximate Cost to Complete: \$25 + books

Average Time to Complete: 6 weeks (36 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older

Medical Terminology

Occupational Objective(s): *Secretaries - Medical*

Approximate Cost to Complete: \$65

Average Time to Complete: 4 months (240 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older

Office Practice

Occupational Objective(s): *Receptionists, Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$15

Average Time to Complete: 4 months (240 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older

Record Keeping

Occupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$25 to 75

Average Time to Complete: 8 weeks

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older

Vocational Office Occupations

Occupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$400

Average Time to Complete: 12 months (500 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older

Lifestream Massage School

Address: 3273 Claremont Way, Suite 208, Napa, CA 94558

Phone: 707-226-2090 Fax: 707-253-1359

Website: <http://www.lstreammassageschool.com>

Multiple Training Site Locations? No

Years in Operation: 6

Note: The services and program information for this training/education provider is reprinted from last year's training directory because the provider did not respond to requests for updated information.

Are the following services provided?

Financial Aid/Assistance:	No	Disabled Student Services:	Yes
Job Placement Assistance:	No	Disabled Student Access:	Yes
Career Counseling:	No	Learning Disabilities Pgm.:	No
Career Assessment:	No	Academic Advising:	Yes
Public Transit Nearby:	Yes	Tutorial Services:	No
On-Site Child Care:	No	ESL Courses:	No
Veteran Approved:	No	GED Assistance:	No
Distance Learning:	No	Short-Term Classes:	Yes

Certificate Programs Offered

Acupressure

Occupational Objective(s): *Massage Therapists*

Approximate Cost to Complete: Call for information

Average Time to Complete: 180 hours

Self-Paced Learning? No

Program Entry Requirements: 18 years or older

Massage Technician/Therapist

Occupational Objective(s): *Massage Therapists*

Approximate Cost to Complete: \$1,095

Average Time to Complete: 3 months (170-250 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older

Massage Therapist - Advanced

Occupational Objective(s): *Massage Therapists*

Approximate Cost to Complete: Call for information

Average Time to Complete: 280 hours

Self-Paced Learning? No

Program Entry Requirements: 18 years or older

Structural Transformation Bodywork

Occupational Objective(s): *Massage Therapists*

Approximate Cost to Complete: Call for information

Average Time to Complete: 180 hours

Self-Paced Learning? No

Program Entry Requirements: 18 years or older

Tui Na

Occupational Objective(s): *Massage Therapists*

Approximate Cost to Complete: \$600

Average Time to Complete: 188 hours

Self-Paced Learning? No

Program Entry Requirements: 18 years or older

Lytle's Redwood Empire Beauty College

Address: 186 Wikiup Drive, Santa Rosa, CA 95403

Phone: 707-545-8490 Fax: 707-545-7258

Website: <http://www.lytles-rebc.com>

Multiple Training Site Locations? No

Years in Operation: 24

Accreditation: National Accrediting Commission of Cosmetology Arts and Sciences

Are the following services provided?

Financial Aid/Assistance:	Yes	Disabled Student Services:	No
Job Placement Assistance:	No	Disabled Student Access:	No
Career Counseling:	Yes	Learning Disabilities Pgm.:	No
Career Assessment:	Yes	Academic Advising:	Yes
Public Transit Nearby:	Yes	Tutorial Services:	Yes
On-Site Child Care:	No	ESL Courses:	No
Veteran Approved:	Yes	GED Assistance:	No
Distance Learning:	No	Short-Term Classes:	No

Certificate Programs Offered

Cosmetology

Occupational Objective(s): *Hairstylists*

Approximate Cost to Complete: \$10,064

Average Time to Complete: 12 months (1,600 hours)

Self-Paced Learning? No

Program Entry Requirements: 16 years or older, high school graduate/GED

Esthetician

Occupational Objective(s): *Estheticians*

Approximate Cost to Complete: \$6,104

Average Time to Complete: 6 months (600 hours)

Self-Paced Learning? No

Program Entry Requirements: 16 years or older, high school graduate/GED

Manicuring

Occupational Objective(s): *Manicurists*

Approximate Cost to Complete: \$3,628

Average Time to Complete: 14 weeks (400 hours)

Self-Paced Learning? No

Program Entry Requirements: 16 years or older, high school graduate/GED

Marin County Regional Occupational Program

Address: P.O. Box 4925, San Rafael, CA 94913

Phone: 415-499-5860 Fax: 415-491-6622

Website: <http://www.mcoeweb.marin.k12.ca.us/rop/>

Multiple Training Site Locations? Yes

Years in Operation: 30

Are the following services provided?

Financial Aid/Assistance:	No	Disabled Student Services:	No
Job Placement Assistance:	Yes	Disabled Student Access:	No
Career Counseling:	No	Learning Disabilities Pgm.:	No
Career Assessment:	Yes	Academic Advising:	No
Public Transit Nearby:	Yes	Tutorial Services:	No
On-Site Child Care:	No	ESL Courses:	No
Veteran Approved:	No	GED Assistance:	No
Distance Learning:	No	Short-Term Classes:	Yes

Certificate Programs Offered

Automotive Technology

Occupational Objective(s): *Automotive Mechanics*

Approximate Cost to Complete: Call for information

Average Time to Complete: 2 semesters

Self-Paced Learning? Yes

Program Entry Requirements: High school student or adult (if openings exist)

Business Office Technology

Occupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: Call for information

Average Time to Complete: Call for information

Self-Paced Learning? Yes

Program Entry Requirements: High school student or adult (if openings exist)

Career Management

Occupational Objective(s): *Business Related Occupations*

Approximate Cost to Complete: Call for information

Average Time to Complete: 2 semesters

Self-Paced Learning? No

Program Entry Requirements: High school student or adult (if openings exist)

Certified Home Health Aide

Occupational Objective(s): *Home Health Aides*

Approximate Cost to Complete: Call for information

Average Time to Complete: 8 weeks

Self-Paced Learning? No

Program Entry Requirements: CNA certification

Marin County Regional Occupational Program - continued

Certified Nurses Assistant

Occupational Objective(s): *Nurse Aides*

Approximate Cost to Complete:	Call for information
Average Time to Complete:	1 semester
Self-Paced Learning?	No
Program Entry Requirements:	16 years or older

Computer Graphics

Occupational Objective(s): *Graphic Art Technicians*

Approximate Cost to Complete:	Call for information
Average Time to Complete:	2 semesters
Self-Paced Learning?	Yes
Program Entry Requirements:	High school student or adult (if openings exist), prior computer knowledge

Computer Skills 1 and 2

Occupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete:	Call for information
Average Time to Complete:	2 semesters
Self-Paced Learning?	No
Program Entry Requirements:	High school student or adult (if openings exist)

Computerized Accounting

Occupational Objective(s): *Bookkeeping/Accounting Clerks*

Approximate Cost to Complete:	Call for information
Average Time to Complete:	2 semesters
Self-Paced Learning?	Yes
Program Entry Requirements:	High school student or adult (if openings exist)

Construction/Remodeling

Occupational Objective(s): *Carpenters*

Approximate Cost to Complete:	Call for information
Average Time to Complete:	1-2 semesters
Self-Paced Learning?	No
Program Entry Requirements:	High school student or adult (if openings exist)

Cosmetology

Occupational Objective(s): *Hairstylists*

Approximate Cost to Complete:	Call for information
Average Time to Complete:	2 semesters
Self-Paced Learning?	No
Program Entry Requirements:	16 years or older

Design Occupations

Occupational Objective(s): *Drafters/CAD Operators*

Approximate Cost to Complete: Call for information

Average Time to Complete: 2 semesters

Self-Paced Learning? Yes

Program Entry Requirements: High school student or adult (if openings exist)

Direct Support Professional

Occupational Objective(s): *Call for information*

Approximate Cost to Complete: Call for information

Average Time to Complete: 6 weeks

Self-Paced Learning? No

Program Entry Requirements: 16 years or older/currently employed in the field

Early Childhood Occupations

Occupational Objective(s): *Child Care Workers/Providers*

Approximate Cost to Complete: Call for information

Average Time to Complete: 2 semesters

Self-Paced Learning? No

Program Entry Requirements: High school student or adult (if openings exist)

Electronics/Engineering Academy

Occupational Objective(s): *Electrical and Electronic Assemblers*

Approximate Cost to Complete: Call for information

Average Time to Complete: 2 semesters

Self-Paced Learning? No

Program Entry Requirements: Call for information

Esthetician

Occupational Objective(s): *Estheticians*

Approximate Cost to Complete: Call for information

Average Time to Complete: 2 semesters (600 hours)

Self-Paced Learning? No

Program Entry Requirements: 16 years or older

Fashion Design and Marketing

Occupational Objective(s): *Designers - Fashion/Apparel*

Approximate Cost to Complete: Call for information

Average Time to Complete: 2 semesters

Self-Paced Learning? No

Program Entry Requirements: High school student or adult (if openings exist)

Gourmet Catering and Creative Foods

Occupational Objective(s): *Food Service Related Occupations*

Approximate Cost to Complete: Call for information

Average Time to Complete: 2 semesters

Self-Paced Learning? No

Program Entry Requirements: High school student or adult (if openings exist)

Marin County Regional Occupational Program - continued

Hospital/Health Occupations

Occupational Objective(s): *Healthcare Related Occupations*

Approximate Cost to Complete: Call for information

Average Time to Complete: 2 semesters (360 hours)

Self-Paced Learning? No

Program Entry Requirements: High school student or adult (if openings exist)

Manicuring

Occupational Objective(s): *Manicurists*

Approximate Cost to Complete: Call for information

Average Time to Complete: 2 semesters (400 hours)

Self-Paced Learning? No

Program Entry Requirements: 16 years or older

Multimedia/Digital Communications

Occupational Objective(s): *Multimedia Related Occupations*

Approximate Cost to Complete: Call for information

Average Time to Complete: 2 semesters

Self-Paced Learning? Yes

Program Entry Requirements: High school student or adult (if openings exist)

Personal Home Care Worker

Occupational Objective(s): *Personal and Home Care Aides*

Approximate Cost to Complete: Call for information

Average Time to Complete: 10 weeks

Self-Paced Learning? No

Program Entry Requirements: 16 years or older

Printing and Graphic Arts

Occupational Objective(s): *Graphic Art Technicians*

Approximate Cost to Complete: Call for information

Average Time to Complete: 2 semesters

Self-Paced Learning? Yes

Program Entry Requirements: High school student or adult (if openings exist)

Radio Broadcasting Occupations

Occupational Objective(s): *Radio/Broadcasting Occupations*

Approximate Cost to Complete: Call for information

Average Time to Complete: 2 semesters

Self-Paced Learning? Yes

Program Entry Requirements: High school student or adult (if openings exist)

Sports Therapy and Fitness

Occupational Objective(s): *Call for information*

Approximate Cost to Complete: Call for information

Average Time to Complete: 2 semesters (360 hours)

Self-Paced Learning? No

Program Entry Requirements: High school student or adult (if openings exist)

TV Production

Occupational Objective(s): *TV/Video Production Occupations*

Approximate Cost to Complete: Call for information

Average Time to Complete: 2 semesters

Self-Paced Learning? No

Program Entry Requirements: High school student or adult (if openings exist)

Welding Occupations

Occupational Objective(s): *Welders and Cutters*

Approximate Cost to Complete: Call for information

Average Time to Complete: 2 semesters

Self-Paced Learning? No

Program Entry Requirements: High school student or adult (if openings exist)

Word Processing

Occupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: Call for information

Average Time to Complete: 2 semesters

Self-Paced Learning? No

Program Entry Requirements: High school student or adult (if openings exist)

Michael's Transportation School of Bus Driving

Address: 140 Yolano Drive, Vallejo, CA 94589

Phone: 707-643-2099 Fax: 707-643-1906

Website: <http://www.bustransportation.com>

Email: mbrown3792@aol.com

Multiple Training Site Locations? No

Years in Operation: 18

Accreditation: California Department of Education

Are the following services provided?

Financial Aid/Assistance:	Yes	Disabled Student Services:	No
Job Placement Assistance:	Yes	Disabled Student Access:	No
Career Counseling:	No	Learning Disabilities Pgm.:	No
Career Assessment:	No	Academic Advising:	No
Public Transit Nearby:	Yes	Tutorial Services:	Yes
On-Site Child Care:	No	ESL Courses:	No
Veteran Approved:	Yes	GED Assistance:	No
Distance Learning:	No	Short-Term Classes:	Yes

Certificate Programs Offered

Bus Driving

Occupational Objective(s): *Bus Drivers - School*

Approximate Cost to Complete: \$3,771

Average Time to Complete: 4-6 weeks (80 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older, able to read English

Napa County Regional Occupational Program

Address: 1015 Kaiser Road, Napa, CA 94558

Phone: 707-253-6830 Fax: 707-253-6917

Website: <http://www.napanet.net/education/ncoe>

Email: jabbott@ncoe.k12.ca

Multiple Training Site Locations? Yes

Are the following services provided?

Financial Aid/Assistance:	No	Disabled Student Services:	No
Job Placement Assistance:	Yes	Disabled Student Access:	No
Career Counseling:	Yes	Learning Disabilities Pgm.:	No
Career Assessment:	No	Academic Advising:	No
Public Transit Nearby:	Yes	Tutorial Services:	No
On-Site Child Care:	No	ESL Courses:	No
Veteran Approved:	No	GED Assistance:	No
Distance Learning:	No	Short-Term Classes:	Yes

Certificate Programs Offered

Agricultural Mechanics

Occupational Objective(s): *Farm Equipment Mechanics*

Approximate Cost to Complete: Call for information

Average Time to Complete: 2 semesters

Self-Paced Learning? Yes

Program Entry Requirements: High school student or adult (if openings exist)

Applied Animal Science Practices

Occupational Objective(s): *Veterinary/Animal Health Technicians*

Approximate Cost to Complete: Call for information

Average Time to Complete: 2 semesters

Self-Paced Learning? Yes

Program Entry Requirements: High school student or adult (if openings exist)

Automotive Services

Occupational Objective(s): *Automotive Mechanics*

Approximate Cost to Complete: Call for information

Average Time to Complete: 2 semesters

Self-Paced Learning? Yes

Program Entry Requirements: High school student or adult (if openings exist)

Business Technology & Computer Applications

Occupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: Call for information

Average Time to Complete: 2 semesters

Self-Paced Learning? Yes

Program Entry Requirements: High school student or adult (if openings exist)

Napa County Regional Occupational Program - continued

Careers in Child Development

Occupational Objective(s):	<i>Child Care Workers/Providers</i>
Approximate Cost to Complete:	Call for information
Average Time to Complete:	2 semesters
Self-Paced Learning?	Yes
Program Entry Requirements:	High school student or adult (if openings exist)

Careers in Finance

Occupational Objective(s):	<i>Tellers</i>
Approximate Cost to Complete:	Call for information
Average Time to Complete:	2 semesters
Self-Paced Learning?	Yes
Program Entry Requirements:	High school student or adult (if openings exist)

Computer Repair Technician

Occupational Objective(s):	<i>Computer Service Technicians</i>
Approximate Cost to Complete:	Call for information
Average Time to Complete:	2 semesters
Self-Paced Learning?	Yes
Program Entry Requirements:	High school student or adult (if openings exist)

Construction Technology

Occupational Objective(s):	<i>Carpenters</i>
Approximate Cost to Complete:	Call for information
Average Time to Complete:	2 semesters
Self-Paced Learning?	Yes
Program Entry Requirements:	High school student or adult (if openings exist)

Cosmetology

Occupational Objective(s):	<i>Hairstylists</i>
Approximate Cost to Complete:	Call for information
Average Time to Complete:	1,600 hours
Self-Paced Learning?	Yes
Program Entry Requirements:	High school student or adult (if openings exist)

Drafting & Engineering

Occupational Objective(s):	<i>Drafters/CAD Operators</i>
Approximate Cost to Complete:	Call for information
Average Time to Complete:	2 semesters
Self-Paced Learning?	Yes
Program Entry Requirements:	High school student or adult (if openings exist)

Hospitality Services

Occupational Objective(s):	<i>Hosts and Hostesses</i>
Approximate Cost to Complete:	Call for information
Average Time to Complete:	2 semesters
Self-Paced Learning?	Yes
Program Entry Requirements:	High school student or adult (if openings exist)

Landscape Management

Occupational Objective(s): *Landscaping/Groundskeeping/Nursery Occupations*
Approximate Cost to Complete: Call for information
Average Time to Complete: 2 semesters
Self-Paced Learning? Yes
Program Entry Requirements: High school student or adult (if openings exist)

Manicuring

Occupational Objective(s): *Manicurists*
Approximate Cost to Complete: Call for information
Average Time to Complete: 350 hours
Self-Paced Learning? Yes
Program Entry Requirements: High school student or adult (if openings exist)

Nursing Assistant-Pre-Certification

Occupational Objective(s): *Nurse Aides*
Approximate Cost to Complete: Call for information
Average Time to Complete: 1 semester
Self-Paced Learning? Yes
Program Entry Requirements: High school student or adult (if openings exist)

Ornamental Horticulture

Occupational Objective(s): *Landscaping/Groundskeeping/Nursery Occupations*
Approximate Cost to Complete: Call for information
Average Time to Complete: 2 semesters
Self-Paced Learning? Yes
Program Entry Requirements: High school student or adult (if openings exist)

Printing and Graphics

Occupational Objective(s): *Graphic Art Technicians*
Approximate Cost to Complete: Call for information
Average Time to Complete: 2 semesters
Self-Paced Learning? Yes
Program Entry Requirements: High school student or adult (if openings exist)

Publications Production

Occupational Objective(s): *Call for information*
Approximate Cost to Complete: Call for information
Average Time to Complete: 2 semesters
Self-Paced Learning? Yes
Program Entry Requirements: High school student or adult (if openings exist)

Student Store

Occupational Objective(s): *Salespersons - Retail*
Approximate Cost to Complete: Call for information
Average Time to Complete: 2 semesters
Self-Paced Learning? No
Program Entry Requirements: High school student or adult (if openings exist)

Napa County Regional Occupational Program - continued

Telecommunications & Electronics Technology

Occupational Objective(s): *Electrical and Electronic Assemblers*

Approximate Cost to Complete: Call for information

Average Time to Complete: 2 semesters

Self-Paced Learning? Yes

Program Entry Requirements: High school student or adult (if openings exist)

Veterinary Practices

Occupational Objective(s): *Veterinary Assistants*

Approximate Cost to Complete: Call for information

Average Time to Complete: 2 semesters

Self-Paced Learning? Yes

Program Entry Requirements: High school student or adult (if openings exist)

Viticulture Practices

Occupational Objective(s): *Agricultural Related Occupations*

Approximate Cost to Complete: Call for information

Average Time to Complete: 2 semesters

Self-Paced Learning? Yes

Program Entry Requirements: High school student or adult (if openings exist)

Napa Valley Adult School

Address: 2447 Old Sonoma Road, Napa, CA 94558

Phone: 707-253-3594 Fax: 707-253-3828

Website: <http://www.adulted.nvUSD.k12.ca.us>

Email: lwood@nvUSD.k12.ca.us

Multiple Training Site Locations? Yes

Years in Operation: 23

Accreditation: California Department of Education

Are the following services provided?

Financial Aid/Assistance:	No	Disabled Student Services:	Yes
Job Placement Assistance:	Yes	Disabled Student Access:	Yes
Career Counseling:	Yes	Learning Disabilities Pgm.:	Yes
Career Assessment:	Yes	Academic Advising:	Yes
Public Transit Nearby:	Yes	Tutorial Services:	Yes
On-Site Child Care:	Yes	ESL Courses:	Yes
Veteran Approved:	No	GED Assistance:	Yes
Distance Learning:	Yes	Short-Term Classes:	Yes

Certificate Programs Offered

Accounting/Bookkeeping

Occupational Objective(s): *Bookkeeping/Accounting Clerks*

Approximate Cost to Complete: \$200

Average Time to Complete: 9-12 months

Self-Paced Learning? Yes

Program Entry Requirements: 16 years or older

Business Applications

Occupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$150

Average Time to Complete: 6-9 months

Self-Paced Learning? Yes

Program Entry Requirements: 16 years or older

Computer Operator

Occupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$150

Average Time to Complete: 5 weeks

Self-Paced Learning? No

Program Entry Requirements: 16 years or older

Electricity, Basic

Occupational Objective(s): *Electricians*

Approximate Cost to Complete: \$80

Average Time to Complete: 10 weeks

Self-Paced Learning? No

Program Entry Requirements: 16 years or older

Napa Valley Adult School - continued

Heating, Air Conditioning & Refrigeration

Occupational Objective(s): *HVAC Mechanics and Technicians*

Approximate Cost to Complete: \$80

Average Time to Complete: 10 weeks

Self-Paced Learning? No

Program Entry Requirements: 16 years or older

Medical Assistant

Occupational Objective(s): *Medical Assistants*

Approximate Cost to Complete: \$794

Average Time to Complete: 16 weeks + practice (272 hours)

Self-Paced Learning? Yes

Program Entry Requirements: Call for Information

Online Courses

Occupational Objective(s): *Call for information*

Approximate Cost to Complete: Call for information

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: Call for information

Napa Valley College

Address: 2277 Napa-Vallejo Highway, Napa, CA 94558

Phone: 707-253-3000 Fax: 707-253-3064

Website: <http://www.nvc.cc.ca.us>

Email: jsomerville@campus.nvc.cc.ca.us

Multiple Training Site Locations? Yes

Years in Operation: 57

Accreditation: Western Association of Schools and Colleges

Are the following services provided?

Financial Aid/Assistance:	Yes	Disabled Student Services:	Yes
Job Placement Assistance:	Yes	Disabled Student Access:	Yes
Career Counseling:	Yes	Learning Disabilities Pgm.:	Yes
Career Assessment:	Yes	Academic Advising:	Yes
Public Transit Nearby:	Yes	Tutorial Services:	Yes
On-Site Child Care:	Yes	ESL Courses:	Yes
Veteran Approved:	Yes	GED Assistance:	No
Distance Learning:	No	Short-Term Classes:	Yes

Degree Programs Offered

Administration of Justice
 Biomedical Electronics Technology
 Business: Accounting
 Business: Business & Commerce
 Business: Computer Studies
 Business: Management & Marketing
 Business: Office Administration Studies
 Child & Family Studies
 Communications/CATV Technology
 Digital Design Graphics Technology
 Electronics Technology
 Humanities & Fine Arts
 Machine Tool Technology
 Natural Science & Mathematics
 Nursing (RN)
 Photography Technology
 Psychiatric Technician
 Respiratory Therapy
 Social & Behavioral Sciences
 Telecommunications Technology
 Viticultural Science
 Vocational Nursing
 Welding Technology
 Wildlife Law Enforcement
 Wine Marketing and Sales
 Winemaking

Napa Valley College – continued

Certificate Programs Offered

Biomedical Electronics Technology

Occupational Objective(s): *Biomedical Equipment Repairers*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: 4 semesters
Self-Paced Learning? No
Program Entry Requirements: 18 years or older or high school graduate/GED

Bookkeeping

Occupational Objective(s): *Bookkeeping/Accounting Clerks*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: 2-3 semesters
Self-Paced Learning? No
Program Entry Requirements: 18 years or older or high school graduate/GED

Child & Family Studies

Occupational Objective(s): *Child Care Workers/Providers*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: 4 semesters
Self-Paced Learning? No
Program Entry Requirements: 18 years or older or high school graduate/GED

Communications/CATV Technology

Occupational Objective(s): *TV/Video Production Occupations*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: 4 semesters
Self-Paced Learning? No
Program Entry Requirements: 18 years or older or high school graduate/GED

Complaint Dispatch

Occupational Objective(s): *Dispatchers - Emergency*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: 1 semester (1 course)
Self-Paced Learning? No
Program Entry Requirements: none

Computer Studies

Occupational Objective(s): *Computer Related Occupations*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: 3-4 semesters
Self-Paced Learning? No
Program Entry Requirements: 18 years or older or high school graduate/GED

Corrections/Probation

Occupational Objective(s): *Correction Officers, Probation Officers*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Cosmetology

Occupational Objective(s): *Hairstylists*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2-3 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Digital Design Graphics Technology - General

Occupational Objective(s): *Drafters/CAD Operators*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 4 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Electronics Technology

Occupational Objective(s): *Electrical/Electronic Engineering Technicians*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 4 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Emergency Medical Technician

Occupational Objective(s): *Emergency Medical Technicians*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 1 semester

Self-Paced Learning? No

Program Entry Requirements: First Aid/Basic anatomy and physiology

Law Enforcement

Occupational Objective(s): *Law Enforcement Occupations*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Machine Tool Technology

Occupational Objective(s): *Machinists*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 4 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Napa Valley College - continued

Management Information Systems

Occupational Objective(s): *Computer Related Occupations*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 3-4 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Micro-Computer Applications Specialist

Occupational Objective(s): *Computer Support Specialists*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 3-4 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Network Technology

Occupational Objective(s): *Computer Network Administrators, Computer Support Specialists*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 3-4 semesters

Self-Paced Learning? No

Program Entry Requirements: None

Office Assistant Studies

Occupational Objective(s): *Receptionists, Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Paralegal Studies

Occupational Objective(s): *Paralegals, Secretaries - Legal*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 3-4 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Photography Technology

Occupational Objective(s): *Photographers, Photographic Laboratory Technicians*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 3-4 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Police Academy

Occupational Objective(s): *Law Enforcement Occupations*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 1-2 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Psychiatric Technician

Occupational Objective(s): *Psychiatric Technicians*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 3-4 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Security Professional

Occupational Objective(s): *Law Enforcement Occupations*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2 semesters

Self-Paced Learning? Yes

Program Entry Requirements: None

Telecommunications Technology

Occupational Objective(s): *Electrical/Electronic Engineering Technicians, Telecommunications Technicians*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 4 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Viticulture & Winery Technology

Occupational Objective(s): *Agricultural Related Occupations*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 3-4 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Vocational Nursing

Occupational Objective(s): *Licensed Vocational Nurses*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 3-4 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Welding Technology

Occupational Objective(s): *Welders and Cutters*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 4 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Wildlife Law Enforcement

Occupational Objective(s): *Game Wardens*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2-3 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Napa Valley College - continued

Wine Marketing & Sales

Occupational Objective(s): *Sales Representatives*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 3-4 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

National Neon Institute

Address: 1070 Tyler Street, Benicia, CA 94510

Phone: 800-626-4217 Fax: 707-747-6186

Website: <http://www.neonschool.com>

Email: neonschl@pacbell.net

Multiple Training Site Locations? No

Years in Operation: 8

Are the following services provided?

Financial Aid/Assistance:	No	Disabled Student Services:	Yes
Job Placement Assistance:	Yes	Disabled Student Access:	Yes
Career Counseling:	No	Learning Disabilities Pgm.:	Yes
Career Assessment:	No	Academic Advising:	No
Public Transit Nearby:	Yes	Tutorial Services:	Yes
On-Site Child Care:	No	ESL Courses:	No
Veteran Approved:	Yes	GED Assistance:	No
Distance Learning:	No	Short-Term Classes:	Yes

Certificate Programs Offered

Neon Sign Fabricator

Occupational Objective(s): *Neon Sign Fabricators*

Approximate Cost to Complete: \$6,500

Average Time to Complete: 14 weeks

Self-Paced Learning? No

Program Entry Requirements: 18 years or older, pass assessment exam

New Directions Learning Center (Fairfield and Vallejo Branches)

Address: 1300 Oliver Road, Suite 185, Fairfield, CA 95433

Phone: 707-435-1155 Fax: 707-435-1159

Email: NDFairfld@aol.com

Multiple Training Site Locations? Yes

Years in Operation: 7

Are the following services provided?

Financial Aid/Assistance:	No	Disabled Student Services:	No
Job Placement Assistance:	Yes	Disabled Student Access:	No
Career Counseling:	No	Learning Disabilities Pgm.:	No
Career Assessment:	No	Academic Advising:	No
Public Transit Nearby:	Yes	Tutorial Services:	No
On-Site Child Care:	No	ESL Courses:	No
Veteran Approved:	Yes	GED Assistance:	Yes
Distance Learning:	No	Short-Term Classes:	Yes

Certificate Programs Offered

Billing Clerk - Advanced

Occupational Objective(s): *Medical Records Technicians*

Approximate Cost to Complete: \$6,920

Average Time to Complete: 29 weeks (580 hours)

Self-Paced Learning? Yes

Program Entry Requirements: Evaluation interview and entrance assessment

Billing Clerk (Medical Insurance Billing with Terminology)

Occupational Objective(s): *Billing Clerks - Medical*

Approximate Cost to Complete: \$4,900

Average Time to Complete: 20 weeks (400 hours)

Self-Paced Learning? Yes

Program Entry Requirements: Evaluation interview and entrance assessment

Bookkeeper

Occupational Objective(s): *Bookkeeping/Accounting Clerks*

Approximate Cost to Complete: \$4,900

Average Time to Complete: 20 weeks (400 hours)

Self-Paced Learning? Yes

Program Entry Requirements: Evaluation interview and entrance assessment

Computerized Office Systems

Occupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$4,900

Average Time to Complete: 20 weeks (400 hours)

Self-Paced Learning? Yes

Program Entry Requirements: Evaluation interview and entrance assessment

General Clerk (Administrative Assistant)

Occupational Objective(s): *Receptionists, Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$6,920

Average Time to Complete: 29 weeks (580 hours)

Self-Paced Learning? Yes

Program Entry Requirements: Evaluation interview and entrance assessment

General Clerk (Customer Service)

Occupational Objective(s): *Customer Service Representatives*

Approximate Cost to Complete: \$4,900

Average Time to Complete: 20 weeks (400 hours)

Self-Paced Learning? Yes

Program Entry Requirements: Evaluation interview and entrance assessment

General Clerk (Microcomputer Specialist)

Occupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$3,020

Average Time to Complete: 12 weeks (240 hours)

Self-Paced Learning? Yes

Program Entry Requirements: Evaluation interview and entrance assessment

General Clerk/Customs Dispatcher

Occupational Objective(s): *Dispatchers, Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$4,900

Average Time to Complete: 20 weeks

Self-Paced Learning? Yes

Program Entry Requirements: Evaluation Interview/Assessment tests

Medical Transcriber (With Terminology)

Occupational Objective(s): *Medical Transcriptionists*

Approximate Cost to Complete: \$4,900

Average Time to Complete: 20 weeks (400 hours)

Self-Paced Learning? Yes

Program Entry Requirements: Evaluation interview and entrance assessment

Operating Engineers JAC

Address: 6225 State Farm Drive, Suite 100, Rohnert Park, CA 94928

Phone: 707-585-3430 Fax: 707-585-3511

Multiple Training Site Locations? Yes

Years in Operation: 28

Accreditation: Accrediting Council for Continuing Education and Training

Are the following services provided?

Financial Aid/Assistance:	No	Disabled Student Services:	No
Job Placement Assistance:	No	Disabled Student Access:	No
Career Counseling:	No	Learning Disabilities Pgm.:	No
Career Assessment:	No	Academic Advising:	Yes
Public Transit Nearby:	Yes	Tutorial Services:	Yes
On-Site Child Care:	No	ESL Courses:	No
Veteran Approved:	Yes	GED Assistance:	No
Distance Learning:	No	Short-Term Classes:	No

Apprenticeship Programs Offered

Operating Engineer Apprenticeship Training

Occupational Objective(s): *Operating Engineers*

Approximate Cost to Complete: Call for information

Average Time to Complete: 4 years (6,400 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older

OSC Computer Training

Address: 364 Pittman Road, Suite 7, Suisun City, CA 94585

Phone: 707-864-6062 Fax: 707-864-6064

Website: <http://www.oscct.com>

Email: nsosc1@pacbell.net

Multiple Training Site Locations? No

Years in Operation: 11

Are the following services provided?

Financial Aid/Assistance:	Yes	Disabled Student Services:	Yes
Job Placement Assistance:	No	Disabled Student Access:	Yes
Career Counseling:	No	Learning Disabilities Pgm.:	No
Career Assessment:	Yes	Academic Advising:	Yes
Public Transit Nearby:	Yes	Tutorial Services:	Yes
On-Site Child Care:	No	ESL Courses:	No
Veteran Approved:	Yes	GED Assistance:	No
Distance Learning:	No	Short-Term Classes:	Yes

Certificate Programs Offered

Automated Office Specialist

Occupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$5,300

Average Time to Complete: 20 weeks

Self-Paced Learning? Yes

Program Entry Requirements: Pass assessment exam

Bookkeeping

Occupational Objective(s): *Bookkeeping/Accounting Clerks*

Approximate Cost to Complete: \$5,300

Average Time to Complete: 20 weeks

Self-Paced Learning? Yes

Program Entry Requirements: Pass assessment exam

Medical Billing

Occupational Objective(s): *Billing Clerks - Medical*

Approximate Cost to Complete: \$5,350

Average Time to Complete: 20 weeks

Self-Paced Learning? Yes

Program Entry Requirements: Pass assessment exam

Micro Computer Operator

Occupational Objective(s): *Receptionists, Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$3,150

Average Time to Complete: 10 weeks

Self-Paced Learning? Yes

Program Entry Requirements: Pass assessment exam

Pacific Union College

Address: 1 Angwin Ave., Angwin, CA 94508

Phone: 707-965-6311

Fax: 707-965-6432

Multiple Training Site Locations? No

Note: The services and program information for this training/education provider is reprinted from last year's training directory because the provider did not respond to requests for updated information.

Are the following services provided?

Financial Aid/Assistance:	Yes	Disabled Student Services:	Yes
Job Placement Assistance:	Yes	Disabled Student Access:	Yes
Career Counseling:	Yes	Learning Disabilities Pgm.:	Yes
Career Assessment:	No	Academic Advising:	Yes
Public Transit Nearby:	No	Tutorial Services:	Yes
On-Site Child Care:	Yes	ESL Courses:	Yes
Veteran Approved:	Yes	GED Assistance:	No
Distance Learning:	No	Short-Term Classes:	No

Degree Programs Offered

Applied Mathematics (Bachelor)

Art History (Bachelor)

Behavioral Science (Bachelor)

Biochemistry (Bachelor)

Biology (Bachelor)

Biophysics (Bachelor)

Business Administration: Accounting (Bachelor)

Business Administration: Administrative Services (Bachelor)

Business Administration: Fashion Marketing (Bachelor)

Business Administration: Finance (Bachelor)

Business Administration: General Business (Bachelor)

Business Administration: Information Systems (Bachelor)

Business Administration: International Business (Bachelor)

Business Administration: Management (Bachelor)

Business Administration: Marketing (Bachelor)

Business Education: Business Administration (Bachelor)

Business Education: Office Administration (Bachelor)

Chemistry (Bachelor)

Communication (Bachelor)

Computer Science: Data Processing & Management (Bachelor)

Digital Media Technology (Bachelor)

Early Child Education (Associate)

Early Child Education (Bachelor)

Electronics (Associate)

Elementary Education: Reading (Graduate)

Engineering Technology: Drafting & Design (Associate, Bachelor)

Engineering Technology: Electronics (Associate, Bachelor)

Engineering Technology: General (Associate, Bachelor)
Engineering Technology: Manufacturing (Associate, Bachelor)
Engineering Technology: Robotics (Associate, Bachelor)
Engineering Technology: Transportation (Associate, Bachelor)
English: British & American Literature (Bachelor)
English: English as a Second Language (Certificate, Bachelor)
English: English Education (Bachelor)
English: Writing (Bachelor)
Family & Consumer Sciences (Bachelor)
Fashion Merchandising (Associate)
Fine Arts (Bachelor)
Foods & Nutrition (Associate)
Foods & Nutrition (Bachelor)
French (Bachelor)
General Studies (Associate)
Graphic Design (Bachelor)
Graphics Technology (Bachelor)
History & Government (Bachelor)
History (Bachelor)
Industrial Technology & Management: Aviation (Bachelor)
Industrial Technology & Management: General (Bachelor)
Industrial Technology & Management: Manufacturing (Bachelor)
Industrial Technology & Management: Transportation (Bachelor)
Industrial Technology Education (Bachelor)
Interdisciplinary Studies (Bachelor)
International Communication: French (Bachelor)
International Communication: German (Bachelor)
International Communication: Spanish (Bachelor)
Journalism (Bachelor)
Lay Ministries & Bible Instructor Training (Associate)
Liberal Studies (Bachelor)
Mathematics (Bachelor)
Medical Physics (Bachelor)
Medical Technology (Bachelor)
Music (Bachelor)
Music Education (Bachelor)
Music: Performance (Bachelor)
Natural Science (Bachelor)
Nursing (Bachelor)
Office Administration (Bachelor)
Office Administration: Executive (Associate)
Office Administration: Information/Word Processing (Associate)
Office Administration: Legal (Associate)
Office Administration: Medical (Associate)
Photography (Associate)
Physical Education: Commercial Fitness Management (Bachelor)

Pacific Union College - continued

Physical Education: Teacher Education (Bachelor)
Physics (Bachelor)
Piano Pedagogy (Associate)
Pre-Medical Technology (Bachelor)
Psychology (Bachelor)
Public Relations (Bachelor)
Religion (Bachelor)
Residential Interior Design (Associate)
Residential Interior Design (Bachelor)
Robotics (Associate)
Social Studies (Bachelor)
Social Work (Bachelor)
Spanish (Bachelor)
Teaching Credential: Elementary
Teaching Credential: Secondary
Theology (Bachelor)

Petaluma Adult Education

Address: 200 Douglas Street, Petaluma, CA 94952

Phone: 707-778-4633 Fax: 707-778-4822

Website: <http://www.petalumacityschools.org>

Email: paule@pet.k12.ca.us

Multiple Training Site Locations? Yes

Years in Operation: 62

Are the following services provided?

Financial Aid/Assistance:	No	Disabled Student Services:	Yes
Job Placement Assistance:	Yes	Disabled Student Access:	Yes
Career Counseling:	Yes	Learning Disabilities Pgm.:	Yes
Career Assessment:	Yes	Academic Advising:	Yes
Public Transit Nearby:	Yes	Tutorial Services:	Yes
On-Site Child Care:	Yes	ESL Courses:	Yes
Veteran Approved:	No	GED Assistance:	Yes
Distance Learning:	Yes	Short-Term Classes:	Yes

Certificate Programs Offered

Certified Nurses Assistant

Occupational Objective(s): *Nurse Aides*

Approximate Cost to Complete: Call for information

Average Time to Complete: 10 weeks

Self-Paced Learning? No

Program Entry Requirements: Pass assessment test

Landscape Training

Occupational Objective(s): *Landscaping/Groundskeeping/Nusery Occupations*

Approximate Cost to Complete: Call for information

Average Time to Complete: 10 weeks

Self-Paced Learning? Yes

Program Entry Requirements: Pass assessment test

Medical Assistant

Occupational Objective(s): *Medical Assistants*

Approximate Cost to Complete: \$800+

Average Time to Complete: 12 weeks

Self-Paced Learning? No

Program Entry Requirements: Pass assessment test

Office Assistant

Occupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: Call for information

Average Time to Complete: 10 weeks

Self-Paced Learning? Yes

Program Entry Requirements: Pass assessment test

Petaluma Adult Education - continued

Apprenticeship Programs Offered

Machining and Tooling Apprenticeship

Occupational Objective(s): *Machinists*

Approximate Cost to Complete: \$50-60

Average Time to Complete: 4 years (480 hours)

Self-Paced Learning? No

Program Entry Requirements: Currently employed in the industry

Roofing and Waterproofing Apprenticeship

Occupational Objective(s): *Roofers*

Approximate Cost to Complete: \$5 book deposit

Average Time to Complete: 3 years (384 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older

Shop Ironworkers Apprenticeship

Occupational Objective(s): *Ironworkers, Welders and Cutters*

Approximate Cost to Complete: \$5 book deposit

Average Time to Complete: 4 years (480 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older

Redwood Computers

Address: 1318 Redwood Way, Suite 100, Petaluma, CA 94954

Phone: 707-795-1700 Fax: 707-795-1488

Website: <http://www.redwd.com>

Email: redwd@redwd.com

Multiple Training Site Locations? No

Years in Operation: 8

Are the following services provided?

Financial Aid/Assistance:	Yes	Disabled Student Services:	No
Job Placement Assistance:	Yes	Disabled Student Access:	No
Career Counseling:	No	Learning Disabilities Pgm.:	No
Career Assessment:	Yes	Academic Advising:	Yes
Public Transit Nearby:	Yes	Tutorial Services:	Yes
On-Site Child Care:	No	ESL Courses:	No
Veteran Approved:	No	GED Assistance:	No
Distance Learning:	Yes	Short-Term Classes:	Yes

Certificate Programs Offered

Applications Support Specialist

Occupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$5,200

Average Time to Complete: 12 weeks (416 hours)

Self-Paced Learning? Yes

Program Entry Requirements: Call for information

Computer Networking and Communications

Occupational Objective(s): *Computer Network Technicians*

Approximate Cost to Complete: \$5,200

Average Time to Complete: 12 weeks (416 hours)

Self-Paced Learning? No

Program Entry Requirements: Call for information

Graphic Artist/Web Site Developer

Occupational Objective(s): *Graphic Art Technicians, Webmasters*

Approximate Cost to Complete: \$5,200

Average Time to Complete: 12 weeks (416 hours)

Self-Paced Learning? Yes

Program Entry Requirements: Call for information

Redwood Empire Electrical JATC

Address: 1700 Corby Avenue, Suite F, Santa Rosa, CA 95407

Phone: 707-523-3837 Fax: 707-523-3829

Website: <http://www.ibewlocal551.org/apprentice.html>

Email: rejatc@inreach.com

Multiple Training Site Locations? No

Years in Operation: 54

Are the following services provided?

Financial Aid/Assistance:	No	Disabled Student Services:	No
Job Placement Assistance:	Yes	Disabled Student Access:	No
Career Counseling:	No	Learning Disabilities Pgm.:	No
Career Assessment:	No	Academic Advising:	No
Public Transit Nearby:	No	Tutorial Services:	Yes
On-Site Child Care:	No	ESL Courses:	No
Veteran Approved:	No	GED Assistance:	No
Distance Learning:	No	Short-Term Classes:	Yes

Apprenticeship Programs Offered

Electrical Apprenticeship

Occupational Objective(s): *Electricians*

Approximate Cost to Complete: \$1,100

Average Time to Complete: 5 years (8,000 OJT hours, 1,000 classroom hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older, high school graduate/GED

Sound and Communications Apprenticeship

Occupational Objective(s): *Telecommunications Technicians*

Approximate Cost to Complete: \$600

Average Time to Complete: 3 years (6,000 OJT hours, 700 classroom hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older, high school graduate/GED

Rohnert Park Dive & Travel

Address: 5665 Redwood Drive, Suite B, Rohnert Park, CA 94928

Phone: 707-584-2323 Fax: 707-584-2324

Website: <http://www.rpdc.com>

Email: rpdc@sonic.net

Multiple Training Site Locations? Yes

Years in Operation: 12

Accreditation: PADI (Professional Association of Diving Instructors)

Are the following services provided?

Financial Aid/Assistance:	No	Disabled Student Services:	No
Job Placement Assistance:	Yes	Disabled Student Access:	No
Career Counseling:	Yes	Learning Disabilities Pgm.:	No
Career Assessment:	Yes	Academic Advising:	Yes
Public Transit Nearby:	Yes	Tutorial Services:	Yes
On-Site Child Care:	No	ESL Courses:	No
Veteran Approved:	No	GED Assistance:	No
Distance Learning:	Yes	Short-Term Classes:	Yes

Certificate Programs Offered

Adventures In Diving/Advanced Open Water Diving

Occupational Objective(s): *Scuba Diving Instructors*

Approximate Cost to Complete: \$240

Average Time to Complete: 1 week (22 hours)

Self-Paced Learning? No

Program Entry Requirements: 15 years or older/open water scuba diver rating

Dive Master

Occupational Objective(s): *Scuba Diving Instructors*

Approximate Cost to Complete: \$763

Average Time to Complete: 11 weeks (72 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older/20 logged dives and rescue diver rating

Open Water Scuba Diver

Occupational Objective(s): *Scuba Diving Instructors*

Approximate Cost to Complete: \$472

Average Time to Complete: 3 weeks (32 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 10 years or older (limited)/15 years or older (unlimited)

Rohnert Park Dive & Travel - continued

Open Water Scuba Instructor

Occupational Objective(s): *Scuba Diving Instructors*

Approximate Cost to Complete: \$1,966

Average Time to Complete: 8 days -intensive (72 hours)/2 day exam

Self-Paced Learning? Yes

Program Entry Requirements: Complete prerequisite course/program

Rescue Diver

Occupational Objective(s): *Scuba Diving Instructors*

Approximate Cost to Complete: \$276

Average Time to Complete: 3 weeks (24 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 15 years or older/advanced open water diver rating

Saint Mary's College of California

Address: 320 Campus Lane, Suite D, Suisun, CA 94585

Phone: 800-538-9999 Fax: 707-864-6768

Website: <http://www.stmarys-ca.edu>

Email: offcampus@stmarys-ca.edu

Multiple Training Site Locations? Yes

Years in Operation: 3

Accreditation: Western Association of Schools and Colleges

Are the following services provided?

Financial Aid/Assistance:	Yes	Disabled Student Services:	No
Job Placement Assistance:	No	Disabled Student Access:	No
Career Counseling:	No	Learning Disabilities Pgm.:	No
Career Assessment:	No	Academic Advising:	Yes
Public Transit Nearby:	Yes	Tutorial Services:	No
On-Site Child Care:	No	ESL Courses:	No
Veteran Approved:	Yes	GED Assistance:	No
Distance Learning:	No	Short-Term Classes:	No

Degree Programs Offered

Health Services Administration (Bachelor)

Management (Bachelor)

San Francisco Theological Seminary

Address: 2 Kensington Road, San Anselmo, CA 94960

Phone: 415-258-6500 Fax: 415-258-1608

Website: <http://www.sfts.edu>

Multiple Training Site Locations? Yes

Years in Operation: 128

Note: The services and program information for this training/education provider is reprinted from last year's training directory because the provider did not respond to requests for updated information.

Are the following services provided?

Financial Aid/Assistance:	Yes	Disabled Student Services:	Yes
Job Placement Assistance:	Yes	Disabled Student Access:	Yes
Career Counseling:	Yes	Learning Disabilities Pgm.:	Yes
Career Assessment:	No	Academic Advising:	Yes
Public Transit Nearby:	Yes	Tutorial Services:	No
On-Site Child Care:	Yes	ESL Courses:	Yes
Veteran Approved:	Yes	GED Assistance:	No
Distance Learning:	No	Short-Term Classes:	Yes

Degree Programs Offered

Art of Spiritual Direction

Master of Arts in Divinity

Master of Arts in Theological Studies

Ph.D. in Ministry

Santa Rosa Junior College

Address: 1501 Mendocino Avenue, Santa Rosa, CA 95401

Phone: 707-527-4011 Fax: 707-527-4816

Website: <http://www.santarosa.edu>

Multiple Training Site Locations? Yes

Years in Operation: 83

Accreditation: Western Association of Schools and Colleges

Are the following services provided?

Financial Aid/Assistance:	Yes	Disabled Student Services:	Yes
Job Placement Assistance:	Yes	Disabled Student Access:	Yes
Career Counseling:	Yes	Learning Disabilities Pgm.:	Yes
Career Assessment:	Yes	Academic Advising:	Yes
Public Transit Nearby:	Yes	Tutorial Services:	Yes
On-Site Child Care:	Yes	ESL Courses:	Yes
Veteran Approved:	Yes	GED Assistance:	Yes
Distance Learning:	Yes	Short-Term Classes:	Yes

Degree Programs Offered

Administration of Justice
Aeronautical and Aviation Technology
African American Studies
Agriculture
American Sign Language
Anatomy
Anthropology
Applied Graphics
Applied Technology
Apprenticeship Education
Art
Astronomy
Automotive Technology
Banking and Financial Services
Behavioral Science
Biology
Botany
Business Administration
Business Bookkeeping
Business Data Processing
Business Management
Business Marketing
Business Office Technology

Santa Rosa Junior College - continued

Business, General
Chemistry
Chicano Studies
Child Development
Chinese
Civil and Surveying Technology
Clothing/Textiles
Communication Studies
Computer and Information Sciences
Construction Technology
Consumer and Family Studies
Consumer Issues
Culinary Training
Dental Assisting
Dental Hygiene
Diesel Equipment Technology
Dietetic Technology
Earth and Space Sciences
Economics
Electronic Technology
Emergency Medical Care
Engineering
English
English as a Second Language
Environmental Science
Environmental Studies
Environmental Technology
Fashion
Fire Technology
Floristry
Food/Nutrition
French
Geography
Geology
German
Health Care
Health Education
History
Humanities
Interdisciplinary Studies
Interior Design
Italian
Japanese
Journalism
Latin

Library Science
Life Science
Machine Tool Technology
Mathematics
Media
Medical Assistant
Meteorology
Modern and Classical Languages
Music
Native American Studies
Natural Resource Management
Nursing - Aide
Nursing - Associate Degree
Nursing - Vocational
Oceanography
Optical Technology
Philosophy
Physical Education
Physical Science
Physics
Physiology
Political Science
Psychiatric Technician
Psychology
Radiologic Technology (X-Ray)
Real Estate
Religious Studies
Russian
Social Science
Sociology
Spanish
Speech
Theater Arts
Welding

Santa Rosa Junior College - continued

Certificate Programs Offered

Account Clerk

Occupational Objective(s): *Bookkeeping/Accounting Clerks*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: 1 semester/8 weeks (intensive)
Self-Paced Learning? No
Program Entry Requirements: 18 years or older or high school graduate/GED

Accountant Assistant

Occupational Objective(s): *Bookkeeping/Accounting Clerks*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: 3-4 semesters
Self-Paced Learning? No
Program Entry Requirements: 18 years or older or high school graduate/GED

Administrative Assistant

Occupational Objective(s): *Secretarial/Administrative Support Occupations*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: 4 semesters
Self-Paced Learning? No
Program Entry Requirements: 18 years or older or high school graduate/GED

Aeronautical and Aviation Technology

Occupational Objective(s): *Aircraft Pilots*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: 2 semesters
Self-Paced Learning? No
Program Entry Requirements: 18 years or older or high school graduate/GED

Agribusiness

Occupational Objective(s): *Business Related Occupations*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: 4 semesters
Self-Paced Learning? No
Program Entry Requirements: 18 years or older or high school graduate/GED

Animal Science

Occupational Objective(s): *Veterinary/Animal Health Technicians*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: 3-4 semesters
Self-Paced Learning? No
Program Entry Requirements: 18 years or older or high school graduate/GED

Applied Graphics

Occupational Objective(s): *Graphic Art Technicians*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: 4 semesters
Self-Paced Learning? No
Program Entry Requirements: 18 years or older or high school graduate/GED

Architectural Technician

Occupational Objective(s): *Drafters/CAD Operators*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 4 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Associate Teacher/Teacher

Occupational Objective(s): *Teachers - Preschool*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 1-4 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Athletic Training

Occupational Objective(s): *Instructors/Coaches - Sports/Physical Training*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 4 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Automotive Technology

Occupational Objective(s): *Automotive Mechanics*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2-4 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Basic Construction Industry

Occupational Objective(s): *Call for information*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Bookkeeper Assistant

Occupational Objective(s): *Bookkeeping/Accounting Clerks*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Bookkeeping

Occupational Objective(s): *Bookkeeping/Accounting Clerks*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 4 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Santa Rosa Junior College - continued

Children and the Justice System

Occupational Objective(s): *Call for information*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2-4 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Civil and Surveying Technology

Occupational Objective(s): *Surveying and Mapping Technicians*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 4 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Client Service Specialist

Occupational Objective(s): *Human Service Workers*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Community Health Worker

Occupational Objective(s): *Human Service Workers*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 12 months

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Computerized Office Training

Occupational Objective(s): *Receptionists, Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Construction Management Technician

Occupational Objective(s): *Construction Managers*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 3-4 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Corrections

Occupational Objective(s): *Correction Officers*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 3-4 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Culinary Training

Occupational Objective(s): *Cooks - Restaurant*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Dental Assistant, Registered

Occupational Objective(s): *Dental Assistants*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 22 months/11 months (intensive)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Dental Hygiene

Occupational Objective(s): *Dental Hygienists*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 24 months

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Diesel Equipment Technology

Occupational Objective(s): *Bus and Truck Mechanics*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 4 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Dietetic Technology

Occupational Objective(s): *Dietetic Technicians*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 4 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Dispatcher, Public Safety

Occupational Objective(s): *Dispatchers - Emergency*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 3 weeks

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Electronic Technology

Occupational Objective(s): *Electrical/Electronic Engineering Technicians*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 4 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Santa Rosa Junior College - continued

Emergency Medical Technician

Occupational Objective(s): *Emergency Medical Technicians*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: 1 semester
Self-Paced Learning? No
Program Entry Requirements: 18 years or older or high school graduate/GED

Emergency Medical Technician/Paramedic

Occupational Objective(s): *Emergency Medical Technicians - Paramedics*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: 12 months
Self-Paced Learning? No
Program Entry Requirements: 18 years or older or high school graduate/GED

Equine Science

Occupational Objective(s): *Veterinary/Animal Health Technicians*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: 3-4 semesters
Self-Paced Learning? No
Program Entry Requirements: 18 years or older or high school graduate/GED

Estimating

Occupational Objective(s): *Cost Estimators*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: 2-3 semesters
Self-Paced Learning? No
Program Entry Requirements: 18 years or older or high school graduate/GED

Fashion Studies, Apparel Design and Production

Occupational Objective(s): *Designers - Fashion/Apparel*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: 4 semesters
Self-Paced Learning? No
Program Entry Requirements: 18 years or older or high school graduate/GED

Fashion Studies, Custom Clothing/Alterations

Occupational Objective(s): *Tailors and Sewers - Custom*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: 4 semesters
Self-Paced Learning? No
Program Entry Requirements: 18 years or older or high school graduate/GED

Fashion Studies, Merchandising

Occupational Objective(s): *Salespersons - Retail*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: 4 semesters
Self-Paced Learning? No
Program Entry Requirements: 18 years or older or high school graduate/GED

Fire TechnologyOccupational Objective(s): *Firefighters*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 3-4 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

FloristryOccupational Objective(s): *Floral Designers*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 3 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

General AgricultureOccupational Objective(s): *Agricultural Related Occupations*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 3 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Horticulture/Landscape ManagementOccupational Objective(s): *Landscaping/Groundskeeping/Nursery Occupations*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 3-4 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

HospitalityOccupational Objective(s): *Hotel Desk Clerks*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Human Resources AdministrationOccupational Objective(s): *Personnel/Human Resources Specialists*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 1 semester

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Human ServicesOccupational Objective(s): *Human Service Workers*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 4 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Santa Rosa Junior College - continued

Interior Design

Occupational Objective(s): *Interior Designers*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: 2-4 semesters
Self-Paced Learning? No
Program Entry Requirements: 18 years or older or high school graduate/GED

Juvenile Counselor

Occupational Objective(s): *Human Service Workers*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: 3 weeks
Self-Paced Learning? No
Program Entry Requirements: 18 years or older or high school graduate/GED

Law Enforcement

Occupational Objective(s): *Correction Officers, Law Enforcement Occupations*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: 3-4 semesters
Self-Paced Learning? No
Program Entry Requirements: 18 years or older or high school graduate/GED

Legal Office Specialist

Occupational Objective(s): *Paralegals, Secretaries - Legal*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: 4 semesters
Self-Paced Learning? No
Program Entry Requirements: 18 years or older or high school graduate/GED

Machine Tool Technology

Occupational Objective(s): *Machinists*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: 3 semesters
Self-Paced Learning? No
Program Entry Requirements: 18 years or older or high school graduate/GED

Medical Assisting, Administrative

Occupational Objective(s): *Medical Assistants*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: 2 semesters
Self-Paced Learning? No
Program Entry Requirements: 18 years or older or high school graduate/GED

Medical Assisting, Administrative and Clinical

Occupational Objective(s): *Medical Assistants*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: 4 semesters
Self-Paced Learning? No
Program Entry Requirements: 18 years or older or high school graduate/GED

Medical Assisting, Clinical

Occupational Objective(s): *Medical Assistants*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 4 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Medical Insurance Claims Processing

Occupational Objective(s): *Billing Clerks - Medical*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 3 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Medical Transcription

Occupational Objective(s): *Medical Transcriptionists*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 3 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Microcomputer Systems Specialist

Occupational Objective(s): *Computer Service Technicians*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 3-4 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Microcomputer Systems User

Occupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 3-4 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Natural Resource Conservation Technology

Occupational Objective(s): *Forest and Conservation Workers*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 3-4 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Nurse Assistant/Home Health Aide

Occupational Objective(s): *Home Health Aides, Nurse Aides*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 17 weeks

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Santa Rosa Junior College - continued

Nursery Production

Occupational Objective(s): *Landscaping/Groundskeeping/Nursery Occupations*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: 3-4 semesters
Self-Paced Learning? No
Program Entry Requirements: 18 years or older or high school graduate/GED

Nursing (LVN)

Occupational Objective(s): *Licensed Vocational Nurses*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: 3 semesters
Self-Paced Learning? No
Program Entry Requirements: 18 years or older or high school graduate/GED

Nursing (RN)

Occupational Objective(s): *Registered Nurses*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: 4 semesters
Self-Paced Learning? No
Program Entry Requirements: 18 years or older or high school graduate/GED

Office Worker, Entry-Level

Occupational Objective(s): *Receptionists, Secretarial/Administrative Support Occupations*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: 1 semester/8 weeks (intensive)
Self-Paced Learning? No
Program Entry Requirements: 18 years or older or high school graduate/GED

Park and Recreation Technology

Occupational Objective(s): *Recreation Workers*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: 3-4 semesters
Self-Paced Learning? No
Program Entry Requirements: 18 years or older or high school graduate/GED

Payroll Clerk

Occupational Objective(s): *Bookkeeping/Accounting Clerks*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: 1-2 semesters
Self-Paced Learning? No
Program Entry Requirements: 18 years or older or high school graduate/GED

Plant Science

Occupational Objective(s): *Agricultural Related Occupations*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: 3-4 semesters
Self-Paced Learning? No
Program Entry Requirements: 18 years or older or high school graduate/GED

Police Academy, Basic

Occupational Objective(s): *Law Enforcement Occupations*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 20 weeks

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Probation Officer, Basic

Occupational Objective(s): *Probation Officers*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 4 weeks

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Psychiatric Technician

Occupational Objective(s): *Psychiatric Technicians*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 3 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Radiologic Technology

Occupational Objective(s): *Radiologic Technologists*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 25 months

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Ranger Academy

Occupational Objective(s): *Forest and Conservation Workers*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 7 weeks

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Real Estate

Occupational Objective(s): *Real Estate Agents, Real Estate Brokers*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Retail Merchandising Management

Occupational Objective(s): *Sales Managers - Retail*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Santa Rosa Junior College - continued

Sales and Marketing

Occupational Objective(s): *Sales Representatives*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Small Business Management

Occupational Objective(s): *Business Related Occupations*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Supervisory Management

Occupational Objective(s): *Office Managers*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Tax Assistant Clerks

Occupational Objective(s): *Bookkeeping/Accounting Clerks*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Teleservices Mastery Certificate

Occupational Objective(s): *Customer Service Representatives*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 1 semester

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Viticulture Management

Occupational Objective(s): *Business Related Occupations*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 3-4 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Web-site Developer Mastery

Occupational Objective(s): *Webmasters*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 4 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Website Development

Occupational Objective(s): *Webmasters*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 3 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Welding Technology

Occupational Objective(s): *Welders and Cutters*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Wine Marketing and Sales

Occupational Objective(s): *Sales Representatives*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 3-4 semesters

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Sebastopol Massage Center

Address: 108 North Main Street, Suite 5, Sebastopol, CA 95472

Phone: 707-823-3550

Multiple Training Site Locations? No

Years in Operation: 18

Are the following services provided?

Financial Aid/Assistance:	No	Disabled Student Services:	No
Job Placement Assistance:	Yes	Disabled Student Access:	No
Career Counseling:	Yes	Learning Disabilities Pgm.:	No
Career Assessment:	No	Academic Advising:	Yes
Public Transit Nearby:	Yes	Tutorial Services:	Yes
On-Site Child Care:	No	ESL Courses:	No
Veteran Approved:	Yes	GED Assistance:	No
Distance Learning:	No	Short-Term Classes:	Yes

Certificate Programs Offered

Massage Therapy

Occupational Objective(s): *Massage Therapists*

Approximate Cost to Complete: \$850

Average Time to Complete: 2 months (150 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older, or parental permission

Sheet Metal Training School Local 104

Address: 1250 Petaluma Blvd. North, Petaluma, CA 94952

Phone: 707-762-0181

Multiple Training Site Locations? Yes

Years in Operation: 31

Note: The services and program information for this training/education provider is reprinted from last year's training directory because the provider did not respond to requests for updated information.

Are the following services provided?

Financial Aid/Assistance:	No	Disabled Student Services:	No
Job Placement Assistance:	Yes	Disabled Student Access:	No
Career Counseling:	No	Learning Disabilities Pgm.:	No
Career Assessment:	No	Academic Advising:	No
Public Transit Nearby:	No	Tutorial Services:	No
On-Site Child Care:	No	ESL Courses:	No
Veteran Approved:	Yes	GED Assistance:	No
Distance Learning:	No	Short-Term Classes:	No

Apprenticeship Programs Offered

Air Conditioning Specialist

Occupational Objective(s): *HVAC Mechanics and Technicians, Sheet Metal Workers*

Approximate Cost to Complete: Call for information

Average Time to Complete: 2 years

Self-Paced Learning? No

Program Entry Requirements: 18 years or older, 16 with parental consent

Service Technician

Occupational Objective(s): *HVAC Mechanics and Technicians*

Approximate Cost to Complete: Call for information

Average Time to Complete: 2 years

Self-Paced Learning? No

Program Entry Requirements: 18 years or older, 16 with parental consent

Sheet Metal Worker

Occupational Objective(s): *Sheet Metal Workers*

Approximate Cost to Complete: Call for information

Average Time to Complete: 5 years

Self-Paced Learning? No

Program Entry Requirements: 18 years or older, 16 with parental consent

Solano Community College

Address: 4000 Suisun Valley Road, Suisun, CA 94585

Phone: 707-864-7000 Fax: 707-864-0361

Website: <http://www.solano.cc.ca.us>

Email: aphillip@solano.cc.ca.us

Multiple Training Site Locations? No

Years in Operation: 54

Accreditation: Western Association of Schools and Colleges

Note: The services and program information for this training/education provider is reprinted from last year's training directory because the provider did not respond to requests for updated information.

Are the following services provided?

Financial Aid/Assistance:	Yes	Disabled Student Services:	Yes
Job Placement Assistance:	Yes	Disabled Student Access:	Yes
Career Counseling:	Yes	Learning Disabilities Pgm.:	Yes
Career Assessment:	Yes	Academic Advising:	Yes
Public Transit Nearby:	Yes	Tutorial Services:	Yes
On-Site Child Care:	Yes	ESL Courses:	Yes
Veteran Approved:	Yes	GED Assistance:	Yes
Distance Learning:	Yes	Short-Term Classes:	Yes

Degree Programs Offered

Accounting
Aeronautics
Art
Automotive Body and Repair
Automotive Mechanics
Automotive Technology
Banking and Financial - Bank Operation
Biology
Biotechnology Production Technology
Business
Business - Office Technology
Chemistry
Communications Studies
Computer and Information Science
Cosmetology
Criminal Justice - Corrections
Criminal Justice - Law Enforcement Administration
Drafting Technology

Early Childhood Education
Electronics - Computer Service Technology
English
Ethnic and Cultural Studies
Fashion Merchandising
Fine Arts
Fire Technology
Foreign Languages
History
Home Economics
Human Services
Industrial Management - Safety
Journalism
Liberal Arts
Maintenance Technology
Management
Marketing
Mathematics
Music
Nursing (RN)
Ornamental Horticulture
Physical Education
Physics
Political Science
Professional Photography
Psychology
Real Estate
Science: General
Social Science
Sports Medicine/Fitness Science
Telecommunications
Television Service Technology
Theater Arts
Water and Wastewater Technology
Welding - Industrial Technology
Welding Technology

Solano Community College - continued

Certificate Programs Offered

Account Clerk

Occupational Objective(s): *Bookkeeping/Accounting Clerks*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: 18 months (272 hours)
Self-Paced Learning? No
Program Entry Requirements: 18 years or older or high school graduate/GED

Accounting

Occupational Objective(s): *Bookkeeping/Accounting Clerks*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: 2 years (386 hours)
Self-Paced Learning? No
Program Entry Requirements: 18 years or older or high school graduate/GED

Aeronautics (Airframe)

Occupational Objective(s): *Aircraft Mechanics*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: 2 years (1,372 hours)
Self-Paced Learning? No
Program Entry Requirements: 18 years or older or high school graduate/GED

Aeronautics (Powerplant)

Occupational Objective(s): *Aircraft Mechanics*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: 2 years (1,372 hours)
Self-Paced Learning? No
Program Entry Requirements: 18 years or older or high school graduate/GED

Auto CAD Drafting Technician

Occupational Objective(s): *Drafters/CAD Operators*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: 15 months (208 hours)
Self-Paced Learning? Yes
Program Entry Requirements: 18 years or older or high school graduate/GED

Auto Mechanics

Occupational Objective(s): *Automotive Mechanics*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: 2 years (474 hours)
Self-Paced Learning? No
Program Entry Requirements: 18 years or older or high school graduate/GED

Automotive Body and Repair

Occupational Objective(s): *Auto Body Repairers*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: 2 years (1,460 hours)
Self-Paced Learning? No
Program Entry Requirements: 18 years or older or high school graduate/GED

Automotive Technician

Occupational Objective(s): *Automotive Mechanics*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2 years (1,280 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Banking and Finance

Occupational Objective(s): *Tellers*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 18 months (288 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Biotechnology Production Technician

Occupational Objective(s): *Call for information*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2 years (480 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Business - Administrative Assistant

Occupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2 years (504 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Business - Legal Specialist

Occupational Objective(s): *Paralegals*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2 years (480 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Business - Medical Office Specialist

Occupational Objective(s): *Secretaries - Medical*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2 years (480 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Business - Medical Transcription Specialist

Occupational Objective(s): *Medical Transcriptionists*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2 years (480 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Solano Community College - continued

Certified Nursing Assistant

Occupational Objective(s): *Nurse Aides*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 6 months or less (72 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Computer Applications Specialist

Occupational Objective(s): *Computer Support Specialists*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 18 months (288 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Computer Network Administration

Occupational Objective(s): *Computer Network Administrators*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2 years (576 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older or high school graduate/GED

Computer Programming

Occupational Objective(s): *Computer Programmers*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2 years (526 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Cosmetology

Occupational Objective(s): *Hairstylists*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2 years (1,600 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Criminal Justice - Corrections

Occupational Objective(s): *Correction Officers*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2 years (480 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Criminal Justice - Law Enforcement

Occupational Objective(s): *Law Enforcement Occupations*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2 years (480 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Drafting Technician

Occupational Objective(s): *Drafters/CAD Operators*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 12-24 months (1,230 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Early Childhood Education

Occupational Objective(s): *Child Care Workers/Providers, Teachers - Preschool*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2 years (3,456 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Electronics - Computer Servicing Technician

Occupational Objective(s): *Computer Service Technicians*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 18 months (1,000 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Fashion Merchandising

Occupational Objective(s): *Salespersons - Retail*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2 years (2,880 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Fire Technology

Occupational Objective(s): *Firefighters*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2 years (480 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Floral Worker

Occupational Objective(s): *Floral Designers*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 1 year (64 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older or high school graduate/GED

General Office Assistant

Occupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 18 months (288 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Solano Community College - continued

Hazardous Materials Worker

Occupational Objective(s): *Hazardous Materials Related Occupations*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: 6 months or less (48 hours)
Self-Paced Learning? No
Program Entry Requirements: 18 years or older or high school graduate/GED

Hazardous Substance and Waste Handling Technician

Occupational Objective(s): *Hazardous Materials Related Occupations*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: 18 months (312 hours)
Self-Paced Learning? No
Program Entry Requirements: 18 years or older or high school graduate/GED

Home Based Computer Processor

Occupational Objective(s): *Secretarial/Administrative Support Occupations*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: 18 months (288 hours)
Self-Paced Learning? No
Program Entry Requirements: 18 years or older or high school graduate/GED

Home Economics

Occupational Objective(s): *Dietetic Technicians*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: 1 year (864 hours)
Self-Paced Learning? No
Program Entry Requirements: 18 years or older or high school graduate/GED

Human Services

Occupational Objective(s): *Human Service Workers*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: 1 year (1,080 hours)
Self-Paced Learning? No
Program Entry Requirements: 18 years or older or high school graduate/GED

Industrial Management - Safety

Occupational Objective(s): *Call for information*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: 18 months
Self-Paced Learning? No
Program Entry Requirements: 18 years or older or high school graduate/GED

Landscape Worker

Occupational Objective(s): *Landscaping/Groundskeeping/Nursery Occupations*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: 1 year (64 hours)
Self-Paced Learning? No
Program Entry Requirements: 18 years or older or high school graduate/GED

Legal Office Assistant

Occupational Objective(s): *Secretaries - Legal*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 18 months (288 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Maintenance Technician

Occupational Objective(s): *Maintenance Repairers - General Utility*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2 years (1,030 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Management - Small Business

Occupational Objective(s): *Business Related Occupations*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2 years (398 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Management - TQM Equipment

Occupational Objective(s): *Business Related Occupations*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2 years (576 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Management Supervision - TQM Emphasis

Occupational Objective(s): *Business Related Occupations*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2 years (432 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Marketing

Occupational Objective(s): *Salespersons - Retail*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2 years (432 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Medical Office Assistant

Occupational Objective(s): *Medical Assistants*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 18 months (288 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Solano Community College - continued

Microcomputer Applications

Occupational Objective(s): *Computer Support Specialists*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: 2 years (576 hours)
Self-Paced Learning? No
Program Entry Requirements: 18 years or older or high school graduate/GED

Nail Technician

Occupational Objective(s): *Manicurists*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: 1 year (192 hours)
Self-Paced Learning? No
Program Entry Requirements: 18 years or older or high school graduate/GED

Network Assistant

Occupational Objective(s): *Computer Network Technicians*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: 18 months (288 hours)
Self-Paced Learning? No
Program Entry Requirements: 18 years or older or high school graduate/GED

Ornamental Horticulture

Occupational Objective(s): *Landscaping/Groundskeeping/Nursery Occupations*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: 2 years (738 hours)
Self-Paced Learning? No
Program Entry Requirements: 18 years or older or high school graduate/GED

Plant Maintenance Worker

Occupational Objective(s): *Maintenance Repairers - General Utility*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: 1 year (144 hours)
Self-Paced Learning? No
Program Entry Requirements: 18 years or older or high school graduate/GED

Professional Photography

Occupational Objective(s): *Photographers*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: 2 years (4,704 hours)
Self-Paced Learning? No
Program Entry Requirements: 18 years or older or high school graduate/GED

Real Estate

Occupational Objective(s): *Real Estate Agents, Real Estate Brokers*
Approximate Cost to Complete: \$11/unit
Average Time to Complete: 2 years (384 hours)
Self-Paced Learning? No
Program Entry Requirements: 18 years or older or high school graduate/GED

Retail Clerk

Occupational Objective(s): *Salespersons - Retail*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 18 months (320 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Television Servicing

Occupational Objective(s): *Electronic Home Entertainment Equipment Repairers*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2 years (576 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Water and Wastewater Technology

Occupational Objective(s): *Water Treatment Plant Operators*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2 years (1,136 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Welding - Industrial Technician

Occupational Objective(s): *Welders and Cutters*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2 years (694 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Welding Equipment Operator

Occupational Objective(s): *Welders and Cutters*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 1 year (144 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Welding Technician

Occupational Objective(s): *Welders and Cutters*

Approximate Cost to Complete: \$11/unit

Average Time to Complete: 2 years (1,460 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Solano County Regional Occupational Program

Address: 2460 Clay Bank Road, Fairfield, CA 94533

Phone: 707-421-6525 Fax: 707-429-1360

Website: <http://www.solanocoe.k12.ca.us>

Email: cathys@solanocoe.k12.ca.us

Multiple Training Site Locations? Yes

Years in Operation: 18

Are the following services provided?

Financial Aid/Assistance:	No	Disabled Student Services:	No
Job Placement Assistance:	Yes	Disabled Student Access:	No
Career Counseling:	Yes	Learning Disabilities Pgm.:	No
Career Assessment:	Yes	Academic Advising:	No
Public Transit Nearby:	Yes	Tutorial Services:	No
On-Site Child Care:	No	ESL Courses:	No
Veteran Approved:	Yes	GED Assistance:	No
Distance Learning:	No	Short-Term Classes:	Yes

Certificate Programs Offered

Agricultural Practices

Occupational Objective(s): *Farm Equipment Operators*

Approximate Cost to Complete: Call for information

Average Time to Complete: 9 months

Self-Paced Learning? No

Program Entry Requirements: High school student or adult (if openings exist)

Air Conditioning and Refrigeration

Occupational Objective(s): *HVAC Mechanics and Technicians*

Approximate Cost to Complete: \$200

Average Time to Complete: 9 months

Self-Paced Learning? No

Program Entry Requirements: High school student or adult (if openings exist)

Auto Mechanics

Occupational Objective(s): *Automotive Mechanics*

Approximate Cost to Complete: Call for information

Average Time to Complete: 9 months

Self-Paced Learning? No

Program Entry Requirements: High school student or adult (if openings exist)

Body and Fender Repair

Occupational Objective(s): *Auto Body Repairers*

Approximate Cost to Complete: Call for information

Average Time to Complete: 9 months

Self-Paced Learning? No

Program Entry Requirements: High school student or adult (if openings exist)

Business Computer Applications

Occupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: Call for information

Average Time to Complete: 9 months

Self-Paced Learning? No

Program Entry Requirements: High school student or adult (if openings exist)

Career Teaching Paths

Occupational Objective(s): *Teachers - Preschool*

Approximate Cost to Complete: Call for Information

Average Time to Complete: 12 months

Self-Paced Learning? No

Program Entry Requirements: 16 years or older

Careers with Children

Occupational Objective(s): *Child Care Workers/Providers*

Approximate Cost to Complete: Call for information

Average Time to Complete: 9 months

Self-Paced Learning? Yes

Program Entry Requirements: High school student or adult (if openings exist)

Cisco Academy I

Occupational Objective(s): *Computer Network Administrators, Computer Network Technicians, Computer Support Specialists*

Approximate Cost to Complete: \$500

Average Time to Complete: 12 months

Self-Paced Learning? No

Program Entry Requirements: 16 years or older. A+ certification is recommended

Computer Aided Drafting

Occupational Objective(s): *Drafters/CAD Operators*

Approximate Cost to Complete: Call for information

Average Time to Complete: 9 months

Self-Paced Learning? No

Program Entry Requirements: High school student or adult (if openings exist)

Computer Aided Drafting/Computer Aided Machining

Occupational Objective(s): *Drafters/CAD Operators*

Approximate Cost to Complete: Call for information

Average Time to Complete: 9 months

Self-Paced Learning? No

Program Entry Requirements: High school student or adult (if openings exist)

Computer Applications/Occupations

Occupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: Call for information

Average Time to Complete: 9 months

Self-Paced Learning? Yes

Program Entry Requirements: High school student or adult (if openings exist)

Solano County Regional Occupational Program - continued

Computer Information Systems

Occupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: \$40

Average Time to Complete: 9 months

Self-Paced Learning? Yes

Program Entry Requirements: High school student or adult (if openings exist)

Computer Repair

Occupational Objective(s): *Computer Service Technicians*

Approximate Cost to Complete: Call for information

Average Time to Complete: 9 months

Self-Paced Learning? Yes

Program Entry Requirements: High school student or adult (if openings exist)

Cosmetology

Occupational Objective(s): *Hairstylists*

Approximate Cost to Complete: \$450

Average Time to Complete: 15 months

Self-Paced Learning? No

Program Entry Requirements: High school student or adult (if openings exist)

Dental Assisting

Occupational Objective(s): *Dental Assistants*

Approximate Cost to Complete: \$300

Average Time to Complete: 18 weeks

Self-Paced Learning? No

Program Entry Requirements: High school student or adult (if openings exist)

Diversified Occupations

Occupational Objective(s): Call for information

Approximate Cost to Complete: Call for information

Average Time to Complete: 12 months

Self-Paced Learning? No

Program Entry Requirements: 16 years or older, high school junior or senior

Forklift Operation/Warehousing

Occupational Objective(s): *Forklift/Industrial Truck Operators*

Approximate Cost to Complete: Call for information

Average Time to Complete: 9 months

Self-Paced Learning? Yes

Program Entry Requirements: High school student or adult (if openings exist)

Industrial Mechanics

Occupational Objective(s): *Welders and Cutters*

Approximate Cost to Complete: Call for information

Average Time to Complete: 9 months

Self-Paced Learning? No

Program Entry Requirements: High school student or adult (if openings exist)

Marketing

Occupational Objective(s): *Salespersons - Retail*

Approximate Cost to Complete: Call for information

Average Time to Complete: 9 months

Self-Paced Learning? Yes

Program Entry Requirements: High school student or adult (if openings exist)

Marketing/Business Management

Occupational Objective(s): *Business Related Occupations, Salespersons - Retail*

Approximate Cost to Complete: Call for information

Average Time to Complete: 9 months

Self-Paced Learning? Yes

Program Entry Requirements: High school student or adult (if openings exist)

Medical Assisting

Occupational Objective(s): *Medical Assistants*

Approximate Cost to Complete: \$350

Average Time to Complete: 18 weeks

Self-Paced Learning? No

Program Entry Requirements: High school student or adult (if openings exist)

Medical Clerical

Occupational Objective(s): *Medical Records Technicians*

Approximate Cost to Complete: \$75

Average Time to Complete: 18 weeks

Self-Paced Learning? No

Program Entry Requirements: High school student or adult (if openings exist)

Medical Laboratory Assistant

Occupational Objective(s): *Medical/Clinical Laboratory Technicians*

Approximate Cost to Complete: \$350

Average Time to Complete: 18 weeks

Self-Paced Learning? No

Program Entry Requirements: High school student or adult (if openings exist)

Office Management/Technology

Occupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: Call for information

Average Time to Complete: 9 months

Self-Paced Learning? Yes

Program Entry Requirements: High school student or adult (if openings exist)

Paraeducator and Health Care Assistant

Occupational Objective(s): *Medical Assistants*

Approximate Cost to Complete: \$20

Average Time to Complete: 18 weeks (6 weeks classroom, 12 weeks internship)

Self-Paced Learning? No

Program Entry Requirements: 16 years or older

Solano County Regional Occupational Program - continued

Paralegal

Occupational Objective(s): *Paralegals*

Approximate Cost to Complete: Call for information

Average Time to Complete: 12 months

Self-Paced Learning? No

Program Entry Requirements: 16 years or older

Pharmacy Technician

Occupational Objective(s): *Pharmacy Technicians*

Approximate Cost to Complete: \$75

Average Time to Complete: 18 weeks

Self-Paced Learning? No

Program Entry Requirements: High school student or adult (if openings exist)

Pre-Apprenticeship: Introduction to the Construction Trades

Occupational Objective(s): *Call for information*

Approximate Cost to Complete: \$20

Average Time to Complete: 1 semester

Self-Paced Learning? No

Program Entry Requirements: 17 years or older

Residential Construction

Occupational Objective(s): *Carpenters*

Approximate Cost to Complete: Call for information

Average Time to Complete: 9 months

Self-Paced Learning? Yes

Program Entry Requirements: High school student or adult (if openings exist)

Small Engine Repair

Occupational Objective(s): *Small Engine Specialists*

Approximate Cost to Complete: Call for information

Average Time to Complete: 9 months

Self-Paced Learning? No

Program Entry Requirements: High school student or adult (if openings exist)

Sports Medicine

Occupational Objective(s): *Physical Therapy Aides*

Approximate Cost to Complete: Call for information

Average Time to Complete: 12 months

Self-Paced Learning? No

Program Entry Requirements: 16 years or older

Welding

Occupational Objective(s): *Welders and Cutters*

Approximate Cost to Complete: Call for information

Average Time to Complete: 9 months

Self-Paced Learning? Yes

Program Entry Requirements: High school student or adult (if openings exist)

Woodworking/CabinetryOccupational Objective(s): *Cabinetmakers*

Approximate Cost to Complete: Call for information

Average Time to Complete: 9 months

Self-Paced Learning? No

Program Entry Requirements: High school student or adult (if openings exist)

Word ProcessingOccupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: Call for information

Average Time to Complete: Call for information

Self-Paced Learning? Yes

Program Entry Requirements: High school student or adult (if openings exist)

Solano School of Nursing Assistants, Inc.

Address: 1330 Springs Road, Vallejo, CA 94591

Phone: 707-557-7173 Fax: 707-644-3441

Email: classichp@hotmail.com

Multiple Training Site Locations? Yes

Years in Operation: 7

Are the following services provided?

Financial Aid/Assistance:	No	Disabled Student Services:	No
Job Placement Assistance:	Yes	Disabled Student Access:	No
Career Counseling:	No	Learning Disabilities Pgm.:	No
Career Assessment:	No	Academic Advising:	No
Public Transit Nearby:	No	Tutorial Services:	No
On-Site Child Care:	No	ESL Courses:	No
Veteran Approved:	No	GED Assistance:	No
Distance Learning:	No	Short-Term Classes:	No

Certificate Programs Offered

Home Health Aide (HHA)

Occupational Objective(s): *Home Health Aides*

Approximate Cost to Complete: \$295

Average Time to Complete: 1 week (40 hours)

Self-Paced Learning? No

Program Entry Requirements: Nursing Assistant certification

Nursing Assistant Training Program (CNA)

Occupational Objective(s): *Nurse Aides*

Approximate Cost to Complete: \$795 + fees

Average Time to Complete: 6 weeks (150 hours)

Self-Paced Learning? No

Program Entry Requirements: 16 years or older, pass physical/background check

Sonoma County Regional Occupational Program

Address: 5340 Skylane Blvd., Santa Rosa, CA 95403

Phone: 707-524-2720

Fax: 707-524-2789

Multiple Training Site Locations? No

Years in Operation: 21

Note: The services and program information for this training/education provider is reprinted from last year's training directory because the provider did not respond to requests for updated information.

Are the following services provided?

Financial Aid/Assistance:	No	Disabled Student Services:	Yes
Job Placement Assistance:	Yes	Disabled Student Access:	Yes
Career Counseling:	No	Learning Disabilities Pgm.:	No
Career Assessment:	No	Academic Advising:	No
Public Transit Nearby:	Yes	Tutorial Services:	No
On-Site Child Care:	No	ESL Courses:	No
Veteran Approved:	No	GED Assistance:	No
Distance Learning:	No	Short-Term Classes:	No

Certificate Programs Offered

Agricultural Mechanics

Occupational Objective(s): *Farm Equipment Mechanics*

Approximate Cost to Complete: Call for information

Average Time to Complete: 4 months

Self-Paced Learning? No

Program Entry Requirements: High school student or adult (if openings exist)

Auto Body Repair and Paint

Occupational Objective(s): *Auto Body Repairers*

Approximate Cost to Complete: Call for information

Average Time to Complete: 12+ months

Self-Paced Learning? No

Program Entry Requirements: High school student or adult (if openings exist)

Auto Mechanics

Occupational Objective(s): *Automotive Mechanics*

Approximate Cost to Complete: Call for information

Average Time to Complete: 12+ months

Self-Paced Learning? No

Program Entry Requirements: High school student or adult (if openings exist)

Cabinet Making/Furniture Construction

Occupational Objective(s): *Cabinetmakers*

Approximate Cost to Complete: Call for information

Average Time to Complete: 4 months

Self-Paced Learning? No

Program Entry Requirements: High school student or adult (if openings exist)

Sonoma County Regional Occupational Program - continued

Computer Aided Drafting

Occupational Objective(s): *Drafters/CAD Operators*

Approximate Cost to Complete: Call for information

Average Time to Complete: 12+ months

Self-Paced Learning? No

Program Entry Requirements: High school student or adult (if openings exist)

Computer Applications in Business

Occupational Objective(s): *Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: Call for information

Average Time to Complete: 4 months

Self-Paced Learning? No

Program Entry Requirements: High school student or adult (if openings exist)

Computerized Accounting

Occupational Objective(s): *Bookkeeping/Accounting Clerks*

Approximate Cost to Complete: Call for information

Average Time to Complete: 4 months

Self-Paced Learning? No

Program Entry Requirements: High school student or adult (if openings exist)

Desktop Publishing

Occupational Objective(s): *Desktop Publishing Specialists*

Approximate Cost to Complete: Call for information

Average Time to Complete: 4 months

Self-Paced Learning? No

Program Entry Requirements: High school student or adult (if openings exist)

Electronics Technology

Occupational Objective(s): *Computer Service Technicians*

Approximate Cost to Complete: Call for information

Average Time to Complete: 12+ months

Self-Paced Learning? No

Program Entry Requirements: High school student or adult (if openings exist)

Entrepreneurship

Occupational Objective(s): *Business Related Occupations*

Approximate Cost to Complete: Call for information

Average Time to Complete: 4 months

Self-Paced Learning? No

Program Entry Requirements: High school student or adult (if openings exist)

Ornamental Horticulture

Occupational Objective(s): *Landscaping/Groundskeeping/Nursery Occupations*

Approximate Cost to Complete: Call for information

Average Time to Complete: 4 months

Self-Paced Learning? No

Program Entry Requirements: High school student or adult (if openings exist)

Retail Merchandising/Advanced Marketing

Occupational Objective(s): *Salespersons - Retail*

Approximate Cost to Complete: Call for information

Average Time to Complete: 4 months

Self-Paced Learning? No

Program Entry Requirements: High school student or adult (if openings exist)

Sports Medicine

Occupational Objective(s): *Physical Therapy Aides*

Approximate Cost to Complete: Call for information

Average Time to Complete: 12 months

Self-Paced Learning? No

Program Entry Requirements: High school student or adult (if openings exist)

Video Communications

Occupational Objective(s): *TV/Video Production Occupations*

Approximate Cost to Complete: Call for information

Average Time to Complete: 12 months

Self-Paced Learning? No

Program Entry Requirements: High school student or adult (if openings exist)

Welding

Occupational Objective(s): *Welders and Cutters*

Approximate Cost to Complete: Call for information

Average Time to Complete: 4 months

Self-Paced Learning? No

Program Entry Requirements: High school student or adult (if openings exist)

Sonoma State University

Address: 1801 East Cotati Avenue, Rohnert Park, CA 94928

Phone: 707-664-2346 Fax: 707-664-2505

Website: <http://www.sonoma.edu>

Multiple Training Site Locations? No

Years in Operation: 36

Accreditation: Western Association of Schools and Colleges

Note: The services and program information for this training/education provider is reprinted from last year's training directory because the provider did not respond to requests for updated information.

Are the following services provided?

Financial Aid/Assistance:	Yes	Disabled Student Services:	Yes
Job Placement Assistance:	Yes	Disabled Student Access:	Yes
Career Counseling:	Yes	Learning Disabilities Pgm.:	Yes
Career Assessment:	Yes	Academic Advising:	Yes
Public Transit Nearby:	Yes	Tutorial Services:	Yes
On-Site Child Care:	Yes	ESL Courses:	Yes
Veteran Approved:	Yes	GED Assistance:	No
Distance Learning:	Yes	Short-Term Classes:	Yes

Degree Programs Offered

American Multicultural Studies (Undergraduate)

Anthropology (Undergraduate)

Art Studio: Painting (Undergraduate)

Art Studio: Photography (Undergraduate)

Art: Art History (Undergraduate)

Art: Art Studio (Undergraduate)

Art: Film Emphasis (Undergraduate)

Biology (Graduate)

Biology: Aquatic Biology (Undergraduate)

Biology: Botany (Undergraduate)

Biology: Cell Biology (Undergraduate)

Biology: Ecology (Undergraduate)

Biology: Marine Biology (Undergraduate)

Biology: Medical Laboratory (Undergraduate)

Biology: Microbiology (Undergraduate)

Biology: Physiology Animal (Undergraduate)

Biology: Physiology Plant (Undergraduate)

Biology: Technology (Undergraduate)

Biology: Zoology (Undergraduate)

Business Administration (Graduate)
Business Administration: Accounting (Undergraduate)
Business Administration: Business Economics (Undergraduate)
Business Administration: Finance (Undergraduate)
Business Administration: Human Resources Management (Undergraduate)
Business Administration: International Management (Undergraduate)
Business Administration: Management (Undergraduate)
Business Administration: Management Marketing (Undergraduate)
Business Administration: Special (Undergraduate)
California Cultural Studies (Undergraduate)
Chemistry (Undergraduate)
Chicano and Latino Studies (Undergraduate)
Communication Studies (Undergraduate)
Computer Science (Undergraduate)
Counseling: Counseling (M.F.C.C.) School Counseling (P.P.S.) (Graduate)
Counseling: Marriage, Family, and Child (Graduate)
Criminal Justice Administration (Undergraduate)
Cultural Resources Management (Graduate)
Economics: Business Economics (Undergraduate)
Economics: Computer Applications in Economics (Undergraduate)
Economics: International Economics (Undergraduate)
Education - Teacher Credentialing Programs
Education: Curriculum, Teaching and Learning (Graduate)
Education: Early Childhood Education (Graduate)
Education: Educational Administration (Graduate)
Education: Reading and Language (Graduate)
Education: Special Education (Graduate)
English (Graduate)
English: Creative Writing (Undergraduate)
English: Literature (Undergraduate)
English: Preparation (Undergraduate)
English: Secondary Teaching (Undergraduate)
Environmental Studies: Environmental Conservation and Restoration (Undergraduate)
Environmental Studies: Environmental Education (Undergraduate)
Environmental Studies: Environmental Planning (Undergraduate)
Environmental Studies: Environmental Technology (Undergraduate)
French (Undergraduate)
Gender Studies (Undergraduate)
Geography: Cultural Studies (Undergraduate)
Geography: Earth Sciences (Undergraduate)
Geology (Undergraduate)
Global Studies (Undergraduate)

Sonoma State University - continued

History (Undergraduate)
History (Graduate)
Human Development (Undergraduate)
Hutchins School of Liberal Studies: Interdisciplinary Studies Plan (Undergraduate)
Hutchins School of Liberal Studies: Liberal Studies (Undergraduate)
Hutchins School of Liberal Studies: Teaching Credential Preparation Plan (Undergraduate)
Interdisciplinary Studies - ITDS (Graduate)
Interdisciplinary Studies (Graduate)
Kinesiology (Graduate)
Kinesiology: Adapted Physical Education (Undergraduate)
Kinesiology: Athletic Training (Undergraduate)
Kinesiology: Exercise Science (Undergraduate)
Kinesiology: Physical Education (Undergraduate)
Mathematics: (Undergraduate)
Mathematics: Applied Mathematics (Undergraduate)
Mathematics: Computer Science (Undergraduate)
Mathematics: Statistics (Undergraduate)
Music: Jazz Studies (Undergraduate)
Music: Music Education (Undergraduate)
Music: Performance (Undergraduate)
Nursing: Basic BSN (Undergraduate)
Nursing: Family Nurse Practitioner (Graduate)
Nursing: Leadership/Case Management (Graduate)
Nursing: LVN-BSN (Undergraduate)
Nursing: RN-BSN (Undergraduate)
Philosophy (Undergraduate)
Physics (Undergraduate)
Physics: Applied Physics (Undergraduate)
Political Science (Undergraduate)
Psychology (Undergraduate)
Psychology: Art Therapy (Graduate)
Psychology: Organization Development (Graduate)
Psychology: Special Interest Areas (Graduate)
Public Administration (Graduate)
Sociology (Undergraduate)
Spanish (Undergraduate)
Theatre Arts: Dance (Undergraduate)
Theatre Arts: Drama (Undergraduate)
Theatre Arts: Technical Theatre (Undergraduate)

Sonoma State University, Extended Education

Address: 1801 East Cotati Avenue, Rohnert Park, CA 94928

Phone: 707-664-2394 Fax: 707-664-2613

Website: <http://www.sonoma.edu/exed/>

Multiple Training Site Locations? No

Years in Operation: 36

Accreditation: Western Association of Schools and Colleges

Note: The services and program information for this training/education provider is reprinted from last year's training directory because the provider did not respond to requests for updated information.

Are the following services provided?

Financial Aid/Assistance:	Yes	Disabled Student Services:	Yes
Job Placement Assistance:	Yes	Disabled Student Access:	Yes
Career Counseling:	Yes	Learning Disabilities Pgm.:	Yes
Career Assessment:	Yes	Academic Advising:	Yes
Public Transit Nearby:	Yes	Tutorial Services:	Yes
On-Site Child Care:	Yes	ESL Courses:	Yes
Veteran Approved:	Yes	GED Assistance:	No
Distance Learning:	Yes	Short-Term Classes:	Yes

Degree Programs Offered

Liberal Studies Degree completion (Undergraduate)

Nursing (Graduate)

Psychology (Graduate)

Certificate Programs Offered

Art Therapy

Occupational Objective(s): *Call for information*

Approximate Cost to Complete: \$6,000

Average Time to Complete: 2 years

Self-Paced Learning? Yes

Program Entry Requirements: High school graduate/GED, complete prerequisite course/program

Attorney Assistant Program

Occupational Objective(s): *Paralegals, Secretaries - Legal*

Approximate Cost to Complete: \$3,570

Average Time to Complete: 4 semesters

Self-Paced Learning? No

Program Entry Requirements: High school graduate/GED, complete prerequisite course/program

Sonoma State University, Extended Education - continued

Case Management

Occupational Objective(s): *Social Workers*

Approximate Cost to Complete: \$7,020

Average Time to Complete: 2 years

Self-Paced Learning? No

Program Entry Requirements: High school graduate/GED, complete prerequisite course/program

Conflict Resolution

Occupational Objective(s): *Mediators and Negotiators*

Approximate Cost to Complete: \$2,375

Average Time to Complete: 4 semesters

Self-Paced Learning? Yes

Program Entry Requirements: High school graduate/GED, complete prerequisite course/program

Construction Management

Occupational Objective(s): *Construction Managers*

Approximate Cost to Complete: \$1,520

Average Time to Complete: 3 semesters

Self-Paced Learning? Yes

Program Entry Requirements: High school graduate/GED, complete prerequisite course/program

Educational Technology

Occupational Objective(s): *Call for information*

Approximate Cost to Complete: \$2,080

Average Time to Complete: 4 semesters

Self-Paced Learning? Yes

Program Entry Requirements: High school graduate/GED, complete prerequisite course/program

Family Nurse Practitioner

Occupational Objective(s): *Registered Nurses*

Approximate Cost to Complete: \$5,400

Average Time to Complete: 2 years

Self-Paced Learning? No

Program Entry Requirements: High school graduate/GED, complete prerequisite course/program

Human Resource Management

Occupational Objective(s): *Personnel/Human Resources Managers*

Approximate Cost to Complete: \$500

Average Time to Complete: 1 semester

Self-Paced Learning? Yes

Program Entry Requirements: High school graduate/GED, complete prerequisite course/program

Management and Supervision

Occupational Objective(s): *Business Related Occupations*

Approximate Cost to Complete: \$750

Average Time to Complete: 2 semesters

Self-Paced Learning? Yes

Program Entry Requirements: High school graduate/GED, complete prerequisite course/program

Meeting Planning

Occupational Objective(s): *Conference/Meeting Planners*

Approximate Cost to Complete: \$1,330

Average Time to Complete: 1 semester

Self-Paced Learning? Yes

Program Entry Requirements: High school graduate/GED, complete prerequisite course/program

Training the Trainer

Occupational Objective(s): *Call for information*

Approximate Cost to Complete: \$700

Average Time to Complete: 2 semesters

Self-Paced Learning? Yes

Program Entry Requirements: High school graduate/GED, complete prerequisite course/program

Sonoma-Marin School of Real Estate

Address: 5430 Commerce Blvd., Suite J, Rohnert Park, CA 94928

Phone: 707-586-9448 Fax: 707-585-3137

Multiple Training Site Locations? No

Note: The services and program information for this training/education provider is reprinted from last year's training directory because the provider did not respond to requests for updated information.

Are the following services provided?

Financial Aid/Assistance:	No	Disabled Student Services:	No
Job Placement Assistance:	No	Disabled Student Access:	No
Career Counseling:	No	Learning Disabilities Pgm.:	No
Career Assessment:	No	Academic Advising:	No
Public Transit Nearby:	No	Tutorial Services:	No
On-Site Child Care:	No	ESL Courses:	No
Veteran Approved:	No	GED Assistance:	No
Distance Learning:	No	Short-Term Classes:	No

Certificate Programs Offered

Correspondence/License Preparation Programs

Occupational Objective(s): *Real Estate Agents, Real Estate Brokers*

Approximate Cost to Complete: \$88 per course

Average Time to Complete: 18 days (45 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older

Southern Illinois University at Carbondale

Address: 530 Hickam Avenue, Travis AFB, CA 94535

Phone: 707-437-9486 Fax: 707-437-3853

Email: gfuller@siu.edu

Multiple Training Site Locations? No

Years in Operation: 27

Accreditation: North Central Association of Colleges and Schools

Are the following services provided?

Financial Aid/Assistance:	Yes	Disabled Student Services:	No
Job Placement Assistance:	No	Disabled Student Access:	No
Career Counseling:	Yes	Learning Disabilities Pgm.:	No
Career Assessment:	No	Academic Advising:	Yes
Public Transit Nearby:	No	Tutorial Services:	No
On-Site Child Care:	No	ESL Courses:	No
Veteran Approved:	Yes	GED Assistance:	No
Distance Learning:	No	Short-Term Classes:	No

Degree Programs Offered

Workforce Education and Development (Undergraduate)

Tamalpa Institute

Address: P.O. Box 794, Kentfield, CA 94914

Phone: 415-457-8555 Fax: 415-457-7960

Website: <http://www.tamalpa.org>

Email: info@tamalpa.org

Multiple Training Site Locations? No

Years in Operation: 22

Are the following services provided?

Financial Aid/Assistance:	No	Disabled Student Services:	No
Job Placement Assistance:	Yes	Disabled Student Access:	No
Career Counseling:	Yes	Learning Disabilities Pgm.:	No
Career Assessment:	No	Academic Advising:	Yes
Public Transit Nearby:	Yes	Tutorial Services:	No
On-Site Child Care:	No	ESL Courses:	No
Veteran Approved:	No	GED Assistance:	No
Distance Learning:	No	Short-Term Classes:	Yes

Certificate Programs Offered

Movement Based Expressive Arts Therapy & Education

Occupational Objective(s): *Halprin Method Practitioners*

Approximate Cost to Complete: \$16,000

Average Time to Complete: 2 years

Self-Paced Learning? No

Program Entry Requirements: Call for information

Tamalpais Adult High School District

Address: P.O. Box 605, Larkspur, CA 94977

Phone: 415-945-3730 Fax: 415-945-3767

Website: <http://www.marinlearn.com>

Email: byates@marin.k12.ca.us

Multiple Training Site Locations? Yes

Years in Operation: 45

Note: The services and program information for this training/education provider is reprinted from last year's training directory because the provider did not respond to requests for updated information.

Are the following services provided?

Financial Aid/Assistance:	No	Disabled Student Services:	Yes
Job Placement Assistance:	No	Disabled Student Access:	Yes
Career Counseling:	No	Learning Disabilities Pgm.:	Yes
Career Assessment:	No	Academic Advising:	No
Public Transit Nearby:	Yes	Tutorial Services:	No
On-Site Child Care:	No	ESL Courses:	Yes
Veteran Approved:	No	GED Assistance:	Yes
Distance Learning:	No	Short-Term Classes:	Yes

Certificate Programs Offered

Call for information on programs/classes

Trane Specialty A/C

Address: 5250 East 2nd Street, Benicia, CA 95410

Phone: 800-404-0247 Fax: 707-746-7210

Website: <http://www.specialtyac.com>

Email: mgwaters@trane.com

Multiple Training Site Locations? No

Years in Operation: 2

Are the following services provided?

Financial Aid/Assistance:	Yes	Disabled Student Services:	No
Job Placement Assistance:	Yes	Disabled Student Access:	No
Career Counseling:	No	Learning Disabilities Pgm.:	No
Career Assessment:	Yes	Academic Advising:	Yes
Public Transit Nearby:	Yes	Tutorial Services:	Yes
On-Site Child Care:	No	ESL Courses:	No
Veteran Approved:	No	GED Assistance:	No
Distance Learning:	No	Short-Term Classes:	Yes

Certificate Programs Offered

Basic HVAC Training

Occupational Objective(s): *HVAC Mechanics and Technicians*

Approximate Cost to Complete: \$5,000

Average Time to Complete: 6 months

Self-Paced Learning? No

Program Entry Requirements: Call for information

Travis AFB Flight Training Center

Address: Building 771/772 or P.O. BOX 1477, Travis AFB, CA 94535

Phone: 707-437-3470 Fax: 707-437-9236

Website: <http://www.micap.com/travisaero>

Multiple Training Site Locations? No

Years in Operation: 51

Note: The services and program information for this training/education provider is reprinted from last year's training directory because the provider did not respond to requests for updated information.

Are the following services provided?

Financial Aid/Assistance:	Yes	Disabled Student Services:	Yes
Job Placement Assistance:	Yes	Disabled Student Access:	Yes
Career Counseling:	Yes	Learning Disabilities Pgm.:	No
Career Assessment:	No	Academic Advising:	No
Public Transit Nearby:	No	Tutorial Services:	Yes
On-Site Child Care:	No	ESL Courses:	Yes
Veteran Approved:	Yes	GED Assistance:	No
Distance Learning:	No	Short-Term Classes:	Yes

Certificate Programs Offered

Airframe and Power Plant Mechanic

Occupational Objective(s): *Aircraft Mechanics*

Approximate Cost to Complete: \$1,200

Average Time to Complete: 6 weeks (120 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older, 18-30 months of experience

FCC General Radio/Telephone Operators License

Occupational Objective(s): *Radio/Broadcasting Occupations*

Approximate Cost to Complete: \$495

Average Time to Complete: 2 days (20 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older

Private Pilot Program

Occupational Objective(s): *Aircraft Pilots*

Approximate Cost to Complete: \$4,000

Average Time to Complete: 12 months (60 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older

Trinity Biblical University

Address: P.O. Box 2583, Fairfield, CA 94533

Phone: 707-438-0703 Fax: 707-438-0709

Website: <http://www.tbu.edu>

Email: trinity@tbu.edu

Multiple Training Site Locations? Yes

Years in Operation: 9

Accreditation: Transworld Accrediting Commission

Are the following services provided?

Financial Aid/Assistance:	Yes	Disabled Student Services:	Yes
Job Placement Assistance:	No	Disabled Student Access:	Yes
Career Counseling:	Yes	Learning Disabilities Pgm.:	No
Career Assessment:	No	Academic Advising:	Yes
Public Transit Nearby:	Yes	Tutorial Services:	No
On-Site Child Care:	No	ESL Courses:	No
Veteran Approved:	No	GED Assistance:	No
Distance Learning:	Yes	Short-Term Classes:	Yes

Degree Programs Offered

Biblical Studies

Christian Counseling

Christian Education

Christian Financial Counseling

Divinity

Law Enforcement Chaplaincy

Ministry

Theology

University of California, Davis

Address: 1 Shields Avenue, Davis, CA 95616

Phone: 530-752-1011 Fax: 530-752-6222

Website: <http://www.ucdavis.edu>

Multiple Training Site Locations? No

Note: The services and program information for this training/education provider is reprinted from last year's training directory because the provider did not respond to requests for updated information.

Are the following services provided?

Financial Aid/Assistance:	Yes	Disabled Student Services:	Yes
Job Placement Assistance:	Yes	Disabled Student Access:	Yes
Career Counseling:	Yes	Learning Disabilities Pgm.:	Yes
Career Assessment:	Yes	Academic Advising:	Yes
Public Transit Nearby:	Yes	Tutorial Services:	Yes
On-Site Child Care:	Yes	ESL Courses:	Yes
Veteran Approved:	Yes	GED Assistance:	No
Distance Learning:	No	Short-Term Classes:	No

Degree Programs Offered

Administration (Graduate)
 Aeronautical Science and Engineering (Undergraduate)
 African-American and African Studies (Undergraduate)
 Agricultural and Environmental Chemistry (Graduate)
 Agricultural and Managerial Economics (Undergraduate)
 Agricultural and Resource Economics (Graduate)
 Agricultural and Resource Education (Graduate)
 Agricultural Systems and Environment (Undergraduate)
 Agronomy (Graduate)
 American Studies (Undergraduate)
 Animal Behavior (Graduate)
 Animal Science and Management (Undergraduate and Graduate)
 Anthropology (Undergraduate and Graduate)
 Applied Mathematics (Graduate)
 Applied Physics (Undergraduate)
 Applied Science (Graduate)
 Art History (Undergraduate and Graduate)
 Art Studio (Undergraduate and Graduate)
 Atmospheric Science (Undergraduate and Graduate)
 Avian Sciences (Undergraduate and Graduate)

University of California, Davis - continued

Biochemistry (Undergraduate)
Biochemistry and Molecular Biology (Graduate)
Biological and Agricultural Engineering (Graduate)
Biological Sciences (Undergraduate)
Biological Systems Engineering (Undergraduate)
Biomedical Engineering (Graduate)
Biophysics (Graduate)
Biotechnology (Undergraduate)
Cell and Developmental Biology (Graduate)
Chemical Engineering (Undergraduate)
Chemical/Biochemical Engineering (Undergraduate)
Chemical/Materials Science and Engineering (Undergraduate and Graduate)
Chemistry (Undergraduate and Graduate)
Chicana/Chicano (Mexican-American) Studies (Undergraduate)
Child Development (Graduate)
Chinese (Undergraduate)
Civil and Environmental Engineering (Graduate)
Civil Engineering (Undergraduate)
Civil Engineering/Materials Science and Engineering (Undergraduate)
Classical Civilization (Undergraduate)
Community Development (Graduate)
Community Nutrition (Undergraduate)
Comparative Literature (Undergraduate and Graduate)
Comparative Pathology (Graduate)
Computer Engineering (Undergraduate)
Computer Science (Undergraduate and Graduate)
Computer Science and Engineering (Undergraduate)
Crop Science and Management (Undergraduate)
Cultural Studies (Graduate)
Design (Undergraduate)
Dietetics (Undergraduate)
Dramatic Art (Undergraduate and Graduate)
East Asian Studies (Undergraduate)
Ecology (Graduate)
Economics (Undergraduate and Graduate)
Education (Graduate)
Electrical and Computer Engineering (Graduate)
Electrical Engineering (Undergraduate)
Electrical Engineering/Materials Science and Engineering (Undergraduate)
Engineering (Graduate)
Engineering: Applied Sciences (Graduate)
Engineering: Biological and Agricultural (Graduate)
Engineering: Biomedical (Graduate)
Engineering: Chemical and Material Science (Graduate)
Engineering: Civil and Environmental (Graduate)
Engineering: Electrical and Computer (Graduate)
Engineering: Mechanical and Aeronautical (Graduate)

English (Undergraduate and Graduate)
Entomology (Undergraduate and Graduate)
Environmental and Resource Sciences (Undergraduate)
Environmental Biology and Management (Undergraduate)
Environmental Horticulture and Urban Forestry (Undergraduate)
Environmental Policy Analysis and Planning (Undergraduate)
Environmental Toxicology (Undergraduate)
Epidemiology (Graduate)
Evolution and Ecology/Zoology (Undergraduate)
Exercise Science (Undergraduate and Graduate)
Fermentation Science (Undergraduate)
Fiber and Polymer Science (Undergraduate)
Food Biochemistry (Undergraduate)
Food Engineering (Undergraduate)
Food Science (Graduate)
French (Undergraduate and Graduate)
Genetics (Undergraduate and Graduate)
Geography (Graduate)
Geology (Undergraduate and Graduate)
German (Undergraduate and Graduate)
History (Undergraduate and Graduate)
Horticulture (Graduate)
Human Development (Undergraduate and Graduate)
Humanities (Undergraduate)
Hydrologic Science (Undergraduate and Graduate)
Immunology (Graduate)
International Agricultural Development (Undergraduate and Graduate)
International Relations (Undergraduate)
Italian (Undergraduate)
Japanese (Undergraduate)
Landscape Architecture (Undergraduate)
Law (Graduate)
Life Sciences (Undergraduate)
Linguistics (Undergraduate and Graduate)
Management (Graduate)
Materials Science and Engineering (Undergraduate)
Mathematics (Undergraduate and Graduate)
Mechanical Engineering (Undergraduate)
Mechanical Engineering/Materials Science and Engineering (Undergraduate)
Medical Informatics (Graduate)
Medicine (Graduate)
Medieval Studies (Undergraduate)
Microbiology (Undergraduate and Graduate)
Music (Undergraduate and Graduate)

University of California, Davis - continued

Native American Studies (Undergraduate and Graduate)
Nature and Culture (Undergraduate)
Neuroscience (Graduate)
Nutrition (Graduate)
Nutrition Science (Undergraduate)
Pharmacology and Toxicology (Graduate)
Philosophy (Undergraduate and Graduate)
Physical Science (Undergraduate)
Physics (Undergraduate and Graduate)
Physiology (Undergraduate and Graduate)
Plant Biology (Graduate)
Plant Biology/Botany (Undergraduate)
Plant Pathology (Graduate)
Plant Protection and Pest Management (Graduate)
Political Science (Undergraduate and Graduate)
Political Science: Public Service (Undergraduate)
Population Biology (Graduate)
Preventive Veterinary Medicine (Graduate)
Psychology (Undergraduate and Graduate)
Range and Wildlands Science (Undergraduate)
Religious Studies (Undergraduate)
Rhetoric and Communication (Undergraduate)
Russian (Undergraduate)
Social Science (Undergraduate)
Sociology (Undergraduate and Graduate)
Sociology/Organizational Studies (Undergraduate)
Soil and Water Science (Undergraduate)
Soil Science (Graduate)
Spanish (Undergraduate and Graduate)
Statistics (Undergraduate and Graduate)
Teaching Credential Programs
Textile Arts and Costume Design (Graduate)
Textiles (Graduate)
Textiles and Clothing (Undergraduate)
Transportation Technology and Policy (Graduate)
Vegetable Crops (Graduate)
Veterinary Medicine (Graduate)
Viticulture and Enology (Undergraduate)
Wildlife, Fish, and Conservation Biology (Undergraduate)
Women's Studies (Undergraduate)

Vacaville Adult and Community Education

Address: 100 West Monte Vista Avenue, Vacaville, CA 95688

Phone: 707-453-6018 Fax: 707-453-6959

Website: <http://www.vusd.solanocoe.k12.ca.us>

Email: taffyd@solanocod.k12.ca.us

Multiple Training Site Locations? No

Years in Operation: 31

Accreditation: Western Association of Schools and Colleges

Are the following services provided?

Financial Aid/Assistance:	No	Disabled Student Services:	No
Job Placement Assistance:	No	Disabled Student Access:	No
Career Counseling:	No	Learning Disabilities Pgm.:	No
Career Assessment:	No	Academic Advising:	Yes
Public Transit Nearby:	Yes	Tutorial Services:	Yes
On-Site Child Care:	No	ESL Courses:	Yes
Veteran Approved:	No	GED Assistance:	Yes
Distance Learning:	Yes	Short-Term Classes:	Yes

Certificate Programs Offered

Computer Applications

Occupational Objective(s): *Call for information*

Approximate Cost to Complete: Call for information

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

General Office Clerk

Occupational Objective(s): *Receptionists, Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: Call for information

Average Time to Complete: 10 weeks

Self-Paced Learning? No

Program Entry Requirements: 18 years or older

Photography

Occupational Objective(s): *Call for information*

Approximate Cost to Complete: Call for information

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: 18 years or older

Vallejo Adult School

Address: 1140 Capitol Street, Vallejo, CA 94590

Phone: 707-556-8680 Fax: 707-556-8686

Multiple Training Site Locations? No

Years in Operation: 20+

Accreditation: Western Association of Schools and Colleges

Note: The services and program information for this training/education provider is reprinted from last year's training directory because the provider did not respond to requests for updated information.

Are the following services provided?

Financial Aid/Assistance:	No	Disabled Student Services:	Yes
Job Placement Assistance:	No	Disabled Student Access:	Yes
Career Counseling:	Yes	Learning Disabilities Pgm.:	No
Career Assessment:	Yes	Academic Advising:	Yes
Public Transit Nearby:	Yes	Tutorial Services:	No
On-Site Child Care:	Yes	ESL Courses:	Yes
Veteran Approved:	No	GED Assistance:	Yes
Distance Learning:	Yes	Short-Term Classes:	Yes

Certificate Programs Offered

Business

Occupational Objective(s): *Business Related Occupations*

Approximate Cost to Complete: Call for information

Average Time to Complete: Call for information

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older or high school graduate/GED

Child Care Attendant

Occupational Objective(s): *Child Care Workers/Providers*

Approximate Cost to Complete: \$5

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Computer Applications

Occupational Objective(s): *Receptionists, Secretarial/Administrative Support Occupations*

Approximate Cost to Complete: Call for information

Average Time to Complete: Call for information

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older or high school graduate/GED

Hazardous Waste Management

Occupational Objective(s): *Hazardous Materials Related Occupations*

Approximate Cost to Complete: \$130

Average Time to Complete: 1 week (40 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Medical Insurance Billing

Occupational Objective(s): *Billing Clerks - Medical*

Approximate Cost to Complete: \$30 + books

Average Time to Complete: 20 weeks (120 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Medical Lab Assistant/Surgical Technician

Occupational Objective(s): *Medical/Clinical Laboratory Technicians, Surgical Technicians*

Approximate Cost to Complete: \$15 + books

Average Time to Complete: 18-20 weeks (80 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Medical Terminology

Occupational Objective(s): *Secretaries - Medical*

Approximate Cost to Complete: \$15 + books

Average Time to Complete: 10 months (60 hours)

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Medical Transcription

Occupational Objective(s): *Medical Transcriptionists*

Approximate Cost to Complete: \$15 + books

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: 18 years or older or high school graduate/GED

Vintage Academy of Hair Design

Address: 2110 Main Street, Napa, CA 94558

Phone: 707-226-1845 Fax: 707-226-8745

Multiple Training Site Locations? No

Years in Operation: 25

Are the following services provided?

Financial Aid/Assistance:	Yes	Disabled Student Services:	Yes
Job Placement Assistance:	Yes	Disabled Student Access:	Yes
Career Counseling:	Yes	Learning Disabilities Pgm.:	Yes
Career Assessment:	Yes	Academic Advising:	Yes
Public Transit Nearby:	Yes	Tutorial Services:	Yes
On-Site Child Care:	No	ESL Courses:	No
Veteran Approved:	Yes	GED Assistance:	No
Distance Learning:	No	Short-Term Classes:	No

Certificate Programs Offered

Cosmetology

Occupational Objective(s): *Hairstylists*

Approximate Cost to Complete: \$700

Average Time to Complete: 10 months (1,600 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 16 years or older, completed 10th grade

Manicurist

Occupational Objective(s): *Manicurists*

Approximate Cost to Complete: \$550

Average Time to Complete: 400 hours (10 weeks)

Self-Paced Learning? No

Program Entry Requirements: 16 years or older, completed 10th grade

Wellness Holistic School of Massage

Address: 345 South E Street, Santa Rosa, CA 95404

Phone: 707-546-8115

Multiple Training Site Locations? No

Years in Operation: 17

Are the following services provided?

Financial Aid/Assistance:	No	Disabled Student Services:	No
Job Placement Assistance:	No	Disabled Student Access:	No
Career Counseling:	Yes	Learning Disabilities Pgm.:	Yes
Career Assessment:	No	Academic Advising:	No
Public Transit Nearby:	Yes	Tutorial Services:	Yes
On-Site Child Care:	No	ESL Courses:	No
Veteran Approved:	No	GED Assistance:	No
Distance Learning:	Yes	Short-Term Classes:	Yes

Certificate Programs Offered

Holistic Educator Therapist

Occupational Objective(s): *Massage Therapists*

Approximate Cost to Complete: \$1,000 + books

Average Time to Complete: 3 months (120 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older

Massage Practitioner

Occupational Objective(s): *Massage Therapists*

Approximate Cost to Complete: \$1,040 + books

Average Time to Complete: 3 months (120 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older

Massage Therapist

Occupational Objective(s): *Massage Therapists*

Approximate Cost to Complete: \$1,040 + books

Average Time to Complete: 3 months (120 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older

Master Wellness Coach

Occupational Objective(s): *Massage Therapists*

Approximate Cost to Complete: \$1,300 + materials

Average Time to Complete: 3 months (110 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older

Wellness Holistic School of Massage - continued

Natural Health Counselor

Occupational Objective(s): *Counselors - Natural Health*

Approximate Cost to Complete: \$758 + books

Average Time to Complete: 2 months (70 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older

Wellness Counselor

Occupational Objective(s): *Massage Therapists*

Approximate Cost to Complete: \$730 + materials

Average Time to Complete: 2 months (70 hours)

Self-Paced Learning? Yes

Program Entry Requirements: 18 years or older

Western Institute of Science & Health

Address: 130 Avram Avenue, Rohnert Park, CA 94928

Phone: 707-664-9267 Fax: 707-664-9237

Website: <http://www.westerni.org>

Email: info@westerni.org

Multiple Training Site Locations? Yes

Years in Operation: 8

Accreditation: Accrediting Bureau of Health Education Schools

Are the following services provided?

Financial Aid/Assistance:	Yes	Disabled Student Services:	No
Job Placement Assistance:	Yes	Disabled Student Access:	No
Career Counseling:	No	Learning Disabilities Pgm.:	No
Career Assessment:	No	Academic Advising:	Yes
Public Transit Nearby:	Yes	Tutorial Services:	Yes
On-Site Child Care:	No	ESL Courses:	Yes
Veteran Approved:	Yes	GED Assistance:	No
Distance Learning:	Yes	Short-Term Classes:	Yes

Degree Programs Offered

Massage Therapy

Occupation Therapy Assistant

Physical Therapist Assistant

Certificate Programs Offered

Advanced Massage Therapy

Occupational Objective(s): *Massage Therapists*

Approximate Cost to Complete: \$7,250

Average Time to Complete: 40 weeks (630 hours)

Self-Paced Learning? No

Program Entry Requirements: High school graduate/GED

Massage Therapy

Occupational Objective(s): *Massage Therapists*

Approximate Cost to Complete: \$3,675

Average Time to Complete: 20 weeks (330 hours)

Self-Paced Learning? No

Program Entry Requirements: High school graduate/GED

Massage Therapy

Occupational Objective(s): *Massage Therapists*

Approximate Cost to Complete: \$3,975-14,400

Average Time to Complete: 1-4 semesters (330-1,200 hours)

Self-Paced Learning? No

Program Entry Requirements: High school graduate/GED

Appendix

**Please return completed questionnaire to:**

Workforce Information Group Phone: 916-383-4141
 2934 Gold Pan Court, Suite 14 Fax: 800-886-3372
 Rancho Cordova, CA 95630

ALL RESPONSES ARE KEPT STRICTLY CONFIDENTIAL
 Whom should we contact with any further questions?

Name: _____

Position: _____

Phone: _____ Fax: _____

Packaging and Filling Machine Operators and Tenders: Packaging and Filling Machine Operators and Tenders operate or tend machines, such as filling machines, casing running machines, ham rolling machines, preservative filling machines, baling machines, wrapping machines, and stuffing machines, to prepare industrial or consumer products, such as gas cylinders, meat and other food products, tobacco, insulation, ammunition, stuffed toys and athletic equipment, and upholstered pads, as end products or for storage and shipment (OES 929740).

Does your firm employ any individual performing the duties in the occupation described above? ☐ Yes ☐ No

If yes, please complete this survey for the occupation described.

If no, please return this questionnaire to the above address.

If your firm has multiple locations, please confine your answers to locations in Napa, Marin, Solano and/or Sonoma Counties.

1. What job title(s) does your firm use for these duties? _____

2a. How many employees does your firm currently have in this occupation? _____

2b. In this occupation, how many are: Male? _____ Female? _____

2c. In this occupation, how many current employees are there, and, on average, how many weekly hours do they work?

Regular, Full Time: _____

Average Weekly Hours Worked: _____

Regular, Part Time: _____

Average Weekly Hours Worked: _____

Temporary/On Call: _____

Average Weekly Hours Worked: _____

Seasonal: _____

Average Weekly Hours Worked: _____

3. In your firm, what shifts are available for this occupation? (check all that apply)

☐ Day ☐ Swing ☐ Graveyard ☐ Other (Please specify): _____

4. Has your firm hired in this occupation within the last 12 months? ☐ Yes ☐ No

If yes,

How many were hired to fill vacancies resulting from promotions within your firm? _____

How many were hired to fill vacancies resulting from people in permanent positions leaving your firm? _____

How many were hired to fill new permanent positions resulting from growth? _____

How many were hired to fill temporary, on call, or seasonal positions? _____

5a. During the last 12 months, did your firm's employment in this occupation: (Check one)

☐ Decline ☐ Remain Stable ☐ Grow

5b. Over the next 24 months, do you expect your firm's employment in this occupation to: (Check one)

☐ Decline ☐ Remain Stable ☐ Grow

6a. When you hire applicants for this occupation, is prior experience in this occupation required? ☐ Yes ☐ No ☐ Not required, but preferred

If yes or preferred, how much experience in this occupation is required/preferred? _____ (months)

6b. Is experience in other occupations accepted? ☐ Yes ☐ No

If yes, please specify: Occupation: _____ (months)

7. If prior experience is required when you hire applicants for this occupation, please indicate how difficult it is for your firm to find fully qualified applicants.

(Circle one) Not Difficult = 1 2 3 4 = Difficult

8. If prior experience is not required when you hire applicants for this occupation, please indicate how difficult it is for your firm to find qualified applicants.

(Circle one) Not Difficult = 1 2 3 4 = Difficult

9. Does your firm accept training as a substitute for experience in this occupation? ☐ Yes ☐ No

If yes, how many months of training can generally be substituted? _____ (months)

Packaging and Filling Machine Operators and Tenders

10. Is technical or vocational training required prior to employment in this occupation? ☐ Yes ☐ No ☐ Not required, but preferred

If yes or preferred, what kind of training is required/preferred? _____ (months)

11. What is the minimum level of education your firm requires when hiring an applicant in this occupation? (Check one).

☐ Less than high school diploma ☐ High school diploma or equivalent ☐ Associate Degree (2 year) ☐ Bachelor Degree (4 year) ☐ Graduate Study

12a. What is the usual income earned by your firm's employees in this occupation at the following levels of skill and experience?

Base Wage or Salary

- New hires, no experience (trained or untrained): \$ _____
- New hires who are experienced: \$ _____
- Experienced employees after 3 years: \$ _____

Please check one: ☐ Hour ☐ Week ☐ Month ☐ Year

12b. For other compensation, if applicable, please indicate the average overall earnings and types(s) of compensation.

- New hires, no experience (trained or untrained): \$ _____
- New hires who are experienced: \$ _____
- Experienced employees after 3 years: \$ _____

Please check one: ☐ Hour ☐ Week ☐ Month ☐ Year

Type of Compensation: ☐ Commission ☐ Tips ☐ Bonus ☐ Piece Rate ☐ Other (Please specify): _____

13. Are the wages for employees in this occupation subject to a collective bargaining or union agreement? ☐ Yes ☐ No

If yes, what is the name of the union or local number? _____

14. Please check which benefits your firm offers full-time (FT) and part-time (PT) employees in this occupation and which best describes who pays for them:

	Employer Pays All		Share Cost		Employee Pays All		Not Provided	
	FT	PT	FT	PT	FT	PT	FT	PT
Medical Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dental Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vision Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Life Insurance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sick Leave	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vacation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Retirement Plan	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Child Care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (Please Specify):	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

15. What computer software skills, if any, does your firm seek in applicants for this occupation? (Check all that apply)

☐ None ☐ Word Processing ☐ Spreadsheet ☐ Database ☐ Desktop Publishing ☐ Other (Please specify): _____

Specify software names: _____

16. What other new skills are needed to perform the duties of this occupation?

17. When your firm hires employees for this occupation, please select your **top three** most successful recruitment methods?

- | | | |
|---|---|--|
| <input type="checkbox"/> In-house promotions or transfers | <input type="checkbox"/> Newspaper ads | <input type="checkbox"/> Internet |
| <input type="checkbox"/> EDD | <input type="checkbox"/> Walk-in applicants | <input type="checkbox"/> Colleges/Universities |
| <input type="checkbox"/> School/program referrals | <input type="checkbox"/> Union hall referrals | <input type="checkbox"/> Employee referrals |
| <input type="checkbox"/> Private employment agencies | <input type="checkbox"/> Trade journals | <input type="checkbox"/> Other (Please specify): _____ |

Packaging and Filling Machine Operators and Tenders

18. Please list any certifications and/or licenses necessary for entry into this occupation.

19. Does your firm ever promote employees into this occupation from lower level positions? ☐ Yes ☐ No

If yes, what are the titles of the positions from which they are promoted?

20a. Does your firm ever promote employees in this occupation to higher level positions? ☐ Yes ☐ No

If yes, what are the titles of the positions to which they may be promoted?

20b. What skills are important for career advancement?

21. In the space provided, please provide any additional information regarding the typical career path associated with this occupation.

Please feel free to graphically illustrate.

22. Within this same occupational family, what other occupational titles does your firm employ persons in? (For example, a Secretarial Family might include General Clerk, Receptionist, Administrative Assistant, Secretary, Executive Secretary, and Office Manager)

23. Are you aware of any new, changing, or emerging occupations in your industry? ☐ Yes ☐ No

If yes, please specify:

24. The following is a list of qualifications that may or may not be important for **job entry** into this occupation. Please indicate the degree of importance for each qualification, using the following sliding scale of 1-4: Not Important = 1 2 3 4 = Very Important

Physical Qualifications:

- ☐ Pass a pre-employment medical exam
- ☐ Pass a drug screening exam
- ☐ Possess excellent hearing
- ☐ Possess excellent vision
- ☐ Lift at least 10 lbs
- ☐ Lift at least 50 lbs
- ☐ Lift at least 100 lbs
- ☐ Able to perform strenuous, physically demanding work
- ☐ Able to use abdominal/lower back muscles repeatedly
- ☐ Able to sit continuously for 2 or more hours
- ☐ Able to stand continuously for 2 or more hours

Flexibility:

- ☐ Willingness to work nights
- ☐ Willingness to work weekends
- ☐ Willingness to work part-time
- ☐ Willingness to work on-call
- ☐ Willingness to work on a temporary basis
- ☐ Willingness to work on a seasonal basis
- ☐ Willingness to work more than 40 hours/week
- ☐ Willingness to work occasional periods of overtime
- ☐ Willingness to work overtime on a regular basis
- ☐ Willingness to participate in drug testing

Other Skills and Qualifications:

- ☐ English grammar and spelling skills
- ☐ Legible handwriting skills
- ☐ Writing skills
- ☐ Reading and comprehension skills
- ☐ Listening skills
- ☐ Verbal communication and speaking skills
- ☐ Basic math skills
- ☐ Advanced math skills
- ☐ Fluent bilingual skills (please specify languages below)
- ☐ Semi-fluent bilingual skills (specify languages below)

Bilingual Language(s):

- ☐ Ability to work effectively in a team work environment
- ☐ Ability to work well independently
- ☐ Ability to effectively delegate work and supervise staff
- ☐ Ability to perform routine, repetitive work
- ☐ Ability to work in continually changing environments
- ☐ Ability to learn continually
- ☐ Ability to work effectively under periods of high pressure
- ☐ Trained in CPR and first aid techniques
- ☐ Possess good DMV driving record
- ☐ Possess own vehicle and insurance
- ☐ Clean and neat appearance

25. Would you like to receive a complimentary copy of the survey results for this occupation? ☐ Yes ☐ No

Thank you for your participation in the CCOIS program!

Occupation-Training Index

Accountants and Auditors

Dominican University of California
Pacific Union College
Sonoma State University

Acoustical Ceiling Installers

Carpenter's Training Committee for Northern California

Actors

College of Marin
Julie Nation Academy
Solano Community College
Sonoma State University

Adjustment (Customer Service) Clerks

Career Transitions
Information Management Instruction Training (IMIT)
J Bass & Associates

Aeronautical and Astronautical Engineers

Embry-Riddle Aeronautical University
University of California, Davis

Agricultural and Food Scientists

Dominican University of California
University of California, Davis

Agricultural Engineers

University of California, Davis

Agricultural Related Occupations

Napa County Regional Occupational Program
Napa Valley College
Santa Rosa Junior College
University of California, Davis

Aircraft Mechanics

Solano Community College
Travis AFB Flight Training Center

Aircraft Pilots

Santa Rosa Junior College
Travis AFB Flight Training Center

Anthropologists

Sonoma State University
University of California, Davis

Auto Body Repairers

College of Marin
Solano Community College
Solano County Regional Occupational Program
Sonoma County Regional Occupational Program

Automotive Mechanics

Automotive Technology Center
College of Marin
Marin County Regional Occupational Program
Napa County Regional Occupational Program
Santa Rosa Junior College
Solano Community College
Solano County Regional Occupational Program
Sonoma County Regional Occupational Program

Bar Managers

Bartenders' School of Santa Rosa

Bartenders

Bartenders' School of Santa Rosa

Billing Clerks - Medical

Career Transitions
Computer Services & Instruction, Inc.
Empire College
Fairfield-Suisun Adult School
New Directions Learning Center (Fairfield and Vallejo Branches)
OSC Computer Training
Santa Rosa Junior College
Vallejo Adult School

Biological Scientists

Dominican University of California
Pacific Union College
Sonoma State University
University of California, Davis

Biomedical Equipment Repairers

Napa Valley College

Bookkeeping/Accounting Clerks

Career Transitions

College of Marin

Computer Services & Instruction, Inc.

Empire College

Fairfield-Suisun Adult School

Lewis Adult Education Center

Marin County Regional Occupational Program

Napa Valley Adult School

Napa Valley College

New Directions Learning Center (Fairfield and Vallejo Branches)

OSC Computer Training

Santa Rosa Junior College

Solano Community College

Sonoma County Regional Occupational Program

Bus and Truck Mechanics

Santa Rosa Junior College

Bus Drivers - School

Michael's Transportation School of Bus Driving

Business Related Occupations

California Maritime Academy

College of Marin

Columbia Pacific University

Dominican University of California

Embry-Riddle Aeronautical University

J Bass & Associates

Marin County Regional Occupational Program

Napa Valley College

Pacific Union College

Saint Mary's College of California

Santa Rosa Junior College

Solano Community College

Solano County Regional Occupational Program

Sonoma County Regional Occupational Program

Sonoma State University

Sonoma State University, Extended Education

Vallejo Adult School

Cabinetmakers

Solano County Regional Occupational Program
Sonoma County Regional Occupational Program

Carpenters

Carpenter's Training Committee for Northern California
Marin County Regional Occupational Program
Napa County Regional Occupational Program
Santa Rosa Junior College
Solano County Regional Occupational Program

Carpenters - Hardwood Floor

Carpenter's Training Committee for Northern California

Chemical Engineers

University of California, Davis

Chemists

Pacific Union College
Sonoma State University
University of California, Davis

Child Care Center Directors

Napa Valley College
Pacific Union College

Child Care Workers/Providers

College of Marin
Marin County Regional Occupational Program
Napa County Regional Occupational Program
Napa Valley College
Pacific Union College
Solano Community College
Solano County Regional Occupational Program
Vallejo Adult School

Civil Engineering Technicians

College of Marin
Santa Rosa Junior College

Civil Engineers

Pacific Union College
University of California, Davis

Computer Database Administrators

Pacific Union College

Computer Engineers

Pacific Union College
University of California, Davis

Computer Network Administrators

College of Marin
Hands On Computer Learning Center
J Bass & Associates
Napa Valley College
Pacific Union College
Solano Community College
Solano County Regional Occupational Program
Sonoma State University

Computer Network Technicians

Alkar Computer Training and Consulting
Career Transitions
Computer Services & Instruction, Inc.
Hands On Computer Learning Center
Heald College
Information Management Instruction Training (IMIT)
J Bass & Associates
Redwood Computers
Solano Community College
Solano County Regional Occupational Program

Computer Programmers

College of Marin
Solano Community College
Sonoma State University

Computer Related Occupations

Bay Area Computer Training
Napa Valley College
University of California, Davis

Computer Service Technicians

Alkar Computer Training and Consulting
Computer Services & Instruction, Inc.
Hands On Computer Learning Center
Napa County Regional Occupational Program
Santa Rosa Junior College
Solano Community College
Solano County Regional Occupational Program
Sonoma County Regional Occupational Program

Computer Support Specialists

Career Transitions
College of Marin
Empire College
Heald College
Information Management Instruction Training (IMIT)
J Bass & Associates
Napa Valley College
Santa Rosa Junior College
Solano Community College
Solano County Regional Occupational Program

Computer Systems Analysts

Chapman University
College of Marin
J Bass & Associates
Pacific Union College
Sonoma State University

Conference/Meeting Planners

Sonoma State University, Extended Education

Construction and Building Inspectors – Haz-Mat Related

Cal Inc.

Construction Contractors

Anthony Schools
Contractors License Courses
Contractors Testing Service of San Rafael

Construction Managers

Santa Rosa Junior College
Sonoma State University, Extended Education

Cooks - Restaurant

Institute for Educational Therapy
Santa Rosa Junior College

Correction Officers

Napa Valley College
Santa Rosa Junior College
Solano Community College

Cost Estimators

Santa Rosa Junior College

Counselors - Natural Health

Wellness Holistic School of Massage

Court Reporters

College of Marin

Customer Service Representatives

New Directions Learning Center (Fairfield and Vallejo Branches)
Santa Rosa Junior College

Dental Assistants

College of Marin
Santa Rosa Junior College
Solano County Regional Occupational Program

Dental Hygienists

Santa Rosa Junior College

Designers - Fashion/Apparel

Marin County Regional Occupational Program
Santa Rosa Junior College
University of California, Davis

Desktop Publishing Specialists

College of Marin
Lewis Adult Education Center
Sonoma County Regional Occupational Program

Dietetic Technicians

Pacific Union College
Santa Rosa Junior College
Solano Community College

Dietitians and Nutritionists

Institute for Educational Therapy
Pacific Union College
Santa Rosa Junior College
University of California, Davis

Dispatchers

New Directions Learning Center (Fairfield and Vallejo Branches)

Dispatchers - Emergency

Napa Valley College
Santa Rosa Junior College

Drafters/CAD Operators

CADD APPLICATIONS
College of Marin
Engineering Technical Services (ETS)
Marin County Regional Occupational Program
Napa County Regional Occupational Program
Napa Valley College
Pacific Union College
Santa Rosa Junior College
Solano Community College
Solano County Regional Occupational Program
Sonoma County Regional Occupational Program

Economists

Sonoma State University
University of California, Davis

Education Administrators

Chapman University
Sonoma State University
University of California, Davis

Electrical and Electronic Assemblers

CHDC/Anthony Soto Employment Training
Marin County Regional Occupational Program
Napa County Regional Occupational Program

Electrical/Electronic Engineering Technicians

College of Marin
Napa Valley College
Pacific Union College
Santa Rosa Junior College

Electrical/Electronic Engineers

Pacific Union College
University of California, Davis

Electrical/Electronic Equipment Assemblers - Precision

Pacific Union College

Electricians

Napa Valley Adult School
Redwood Empire Electrical JATC

Electronic Home Entertainment Equipment Repairers

Solano Community College

Emergency Medical Technicians

Napa Valley College
Santa Rosa Junior College

Emergency Medical Technicians - Paramedics

Santa Rosa Junior College

Enologists

Napa Valley College
University of California, Davis

Environmental Related Occupations

Sonoma State University

Estheticians

DeLoux Cosmetology (Fairfield and Marin Branches)
Le Melange Academy of Hair
Lytle's Redwood Empire Beauty College
Marin County Regional Occupational Program

Farm Equipment Mechanics

Napa County Regional Occupational Program
Sonoma County Regional Occupational Program

Farm Equipment Operators

Solano County Regional Occupational Program

Filmmaking Occupations

Sonoma State University
College of Marin

Financial Managers

Pacific Union College
Sonoma State University

Financial Sales and Service Occupations

Santa Rosa Junior College
Solano Community College

Firefighters

Santa Rosa Junior College
Solano Community College

Floral Designers

Santa Rosa Junior College
Solano Community College

Food Service Related Occupations

Marin County Regional Occupational Program

Forest and Conservation Workers

Santa Rosa Junior College

Foresters and Conservation Scientists

University of California, Davis

Forklift/Industrial Truck Operators

Falcon Truck School

Solano County Regional Occupational Program

Game Wardens

Napa Valley College

Geologists

Sonoma State University

University of California, Davis

Graphic Art Technicians

Bay Area Computer Training

College of Marin

Marin County Regional Occupational Program

Napa County Regional Occupational Program

Redwood Computers

Santa Rosa Junior College

Graphic Designers

Pacific Union College

Hairstylists

Bjorn's Hairstyling Academy

DeLoux Cosmetology (Fairfield and Marin Branches)

Le Melange Academy of Hair

Lytle's Redwood Empire Beauty College

Marin County Regional Occupational Program

Napa County Regional Occupational Program

Napa Valley College

Solano Community College

Solano County Regional Occupational Program

Vintage Academy of Hair Design

Halprin Method Practitioners

Tamalpa Institute

Hazardous Materials Related Occupations

Cal Inc.
Solano Community College
Vallejo Adult School

Hazardous Materials Removal Workers

Cal Inc.

Healthcare Related Occupations

Marin County Regional Occupational Program

Healthcare Services Managers

Chapman University
Saint Mary's College of California

Home Health Aides

American Red Cross
Fairfield-Suisun Adult School
Marin County Regional Occupational Program
Santa Rosa Junior College
Solano School of Nursing Assistants, Inc.

Hosts and Hostesses

Napa County Regional Occupational Program

Hotel Desk Clerks

Santa Rosa Junior College

Human Service Workers

Santa Rosa Junior College
Solano Community College

HVAC Mechanics and Technicians

Napa Valley Adult School
Sheet Metal Training School Local 104
Solano County Regional Occupational Program
Trane Specialty A/C

Hypnotherapists

Alchemy Institute of Healing Arts
Diamond Light School of Massage & Healing Arts
Hypnotherapy Training Institute

Industrial Engineering Technicians

Pacific Union College

Industrial Engineers

Pacific Union College

Instructional Coordinators

Chapman University

Dominican University of California

Instructors/Coaches - Sports/Physical Training

Pacific Union College

Santa Rosa Junior College

Solano Community College

Sonoma State University

Insulation Installers

Carpenter's Training Committee for Northern California

Interior Designers

College of Marin

Pacific Union College

Santa Rosa Junior College

Interpreters - Sign Language

Santa Rosa Junior College

Interpreters and Translators

Dominican University of California

Pacific Union College

Ironworkers

Ironworker Apprenticeship

Petaluma Adult Education

Journalists

Pacific Union College

Santa Rosa Junior College

Solano Community College

Laboratory Technicians - Winery

University of California, Davis

Landscaping/Groundskeeping/Nursery Occupations

College of Marin

Contractors Testing Service of San Rafael

Napa County Regional Occupational Program

Petaluma Adult Education

Santa Rosa Junior College

Solano Community College

Sonoma County Regional Occupational Program

Law Enforcement Occupations

Chapman University
College of Marin
Napa Valley College
Santa Rosa Junior College
Solano Community College
Sonoma State University

Lawyers

University of California, Davis

Licensed Vocational Nurses

Napa Valley College
Santa Rosa Junior College
Sonoma State University

Machinists

College of Marin
Napa Valley College
Petaluma Adult Education
Santa Rosa Junior College

Maintenance Repairers - General Utility

CHDC/Anthony Soto Employment Training
Solano Community College

Manicurists

Bjorn's Hairstyling Academy
DeLoux Cosmetology (Fairfield and Marin Branches)
Le Melange Academy of Hair
Lytle's Redwood Empire Beauty College
Marin County Regional Occupational Program
Napa County Regional Occupational Program
Solano Community College
Vintage Academy of Hair Design

Marine Engineers

California Maritime Academy

Marketing/Advertising/Public Relations Managers

Dominican University of California
Napa Valley College
Pacific Union College
Santa Rosa Junior College
Sonoma State University

Massage Therapists

Aesclepiion Massage Institute Inc.
Alive & Well! Institute of Conscious Body Work
California Institute of Massage & Spa Services
Calistoga Massage Therapy School
Diamond Light School of Massage & Healing Arts
Lifestream Massage School
Sebastopol Massage Center
Wellness Holistic School of Massage
Western Institute of Science & Health

Mechanical Engineering Technicians

Santa Rosa Junior College

Mechanical Engineers

California Maritime Academy
University of California, Davis

Mediators and Negotiators

Sonoma State University, Extended Education

Medical Assistants

Boston Reed Company
College of Marin
Empire College
Napa Valley Adult School
Petaluma Adult Education
Santa Rosa Junior College
Solano Community College
Solano County Regional Occupational Program

Medical Records Technicians

Computer Services & Instruction, Inc.
New Directions Learning Center (Fairfield and Vallejo Branches)
Solano County Regional Occupational Program

Medical Transcriptionists

College of Marin
New Directions Learning Center (Fairfield and Vallejo Branches)
Santa Rosa Junior College
Solano Community College
Vallejo Adult School

Medical/Clinical Laboratory Technicians

Ja'onna's Medical and Laboratory Skills Training Program
Solano County Regional Occupational Program
Vallejo Adult School

Millwrights

Carpenter's Training Committee for Northern California

Ministers and Pastors

Christian Life International Bible College
Dominican University of California
Golden Gate Baptist Theological Seminary
Pacific Union College
San Francisco Theological Seminary
Trinity Biblical University

Models

Jean Pierre International Models
Julie Nation Academy

Multimedia Related Occupations

CADD APPLICATIONS
College of Marin
Information Management Instruction Training (IMIT)
J Bass & Associates
Marin County Regional Occupational Program

Neon Sign Fabricators

National Neon Institute

Nurse Aides

American Red Cross
Fairfield-Suisun Adult School
Marin County Regional Occupational Program
Napa County Regional Occupational Program
Petaluma Adult Education
Santa Rosa Junior College
Solano Community College
Solano School of Nursing Assistants, Inc.

Occupational Therapists

Dominican University of California

Occupational Therapy Assistants and Aides

Western Institute of Science & Health

Office Managers

College of Marin
Heald College
Napa Valley College
Santa Rosa Junior College

Operating Engineers

Operating Engineers JAC

Opticians

Santa Rosa Junior College

Paralegals

Napa Valley College
Santa Rosa Junior College
Solano Community College
Solano County Regional Occupational Program
Sonoma State University, Extended Education

Para-Medical Examiners

Ja'onna's Medical and Laboratory Skills Training Program

Personal and Home Care Aides

County of Sonoma Health Services Caregiver Training
Marin County Regional Occupational Program

Personnel/Human Resources Managers

Chapman University
Dominican University of California
Pacific Union College
Sonoma State University
Sonoma State University, Extended Education

Personnel/Human Resources Specialists

Santa Rosa Junior College

Pharmacy Technicians

Solano County Regional Occupational Program

Phlebotomists

Boston Reed Company
Ja'onna's Medical and Laboratory Skills Training Program

Photographers

Napa Valley College
Pacific Union College
Solano Community College
Sonoma State University

Photographic Laboratory Technicians

Napa Valley College

Physical Therapy Aides

Solano County Regional Occupational Program
Sonoma County Regional Occupational Program

Physical Therapy Assistants

Western Institute of Science & Health

Pile-Driver Operators

Carpenter's Training Committee for Northern California

Probation Officers

Napa Valley College
Santa Rosa Junior College

Psychiatric Technicians

Napa Valley College
Santa Rosa Junior College

Psychologists

Chapman University
Institute of Imaginal Studies
Sonoma State University
Sonoma State University, Extended Education
University of California, Davis

Radio/Broadcasting Occupations

Marin County Regional Occupational Program
Travis AFB Flight Training Center

Radiologic Technologists

Santa Rosa Junior College

Real Estate Agents

Anthony Schools
College of Marin
Santa Rosa Junior College
Solano Community College
Sonoma-Marín School of Real Estate

Real Estate Appraisers

Anthony Schools

Real Estate Brokers

College of Marin
Santa Rosa Junior College
Solano Community College
Sonoma-Marín School of Real Estate

Receptionists

Career Transitions
Empire College
Fairfield-Suisun Adult School
Information Management Instruction Training (IMIT)
Julie Nation Academy
Lewis Adult Education Center
Napa Valley College
New Directions Learning Center (Fairfield and Vallejo Branches)
OSC Computer Training
Santa Rosa Junior College
Vacaville Adult and Community Education
Vallejo Adult School

Recreation Workers

College of Marin
Pacific Union College
Santa Rosa Junior College
Solano Community College
University of California, Davis

Registered Nurses

College of Marin
Dominican University of California
Napa Valley College
Pacific Union College
Santa Rosa Junior College
Solano Community College
Sonoma State University
Sonoma State University, Extended Education

Respiratory Care Practitioners

Napa Valley College

Roofers

Carpenter's Training Committee for Northern California

Petaluma Adult Education

Sales Managers - Retail

Santa Rosa Junior College

Sales Representatives

Napa Valley College

Santa Rosa Junior College

Salespersons - Retail

Career Transitions

J Bass & Associates

Julie Nation Academy

Napa County Regional Occupational Program

Santa Rosa Junior College

Solano Community College

Solano County Regional Occupational Program

Sonoma County Regional Occupational Program

Scuba Diving Instructors

Rohnert Park Dive & Travel

Secretarial/Administrative Support Occupations

Alkar Computer Training and Consulting

Bay Area Computer Training

Career Transitions

College of Marin

Computer Services & Instruction, Inc.

Empire College

Fairfield-Suisun Adult School

Information Management Instruction Training (IMIT)

J Bass & Associates

Lewis Adult Education Center

Marin County Regional Occupational Program

Napa County Regional Occupational Program

Napa Valley Adult School

Napa Valley College

New Directions Learning Center (Fairfield and Vallejo Branches)

OSC Computer Training

Pacific Union College

Petaluma Adult Education

Redwood Computers

Santa Rosa Junior College
Solano Community College
Solano County Regional Occupational Program
Sonoma County Regional Occupational Program
Vacaville Adult and Community Education
Vallejo Adult School

Secretaries - Legal

College of Marin
Napa Valley College
Pacific Union College
Santa Rosa Junior College
Solano Community College
Sonoma State University, Extended Education

Secretaries - Medical

Career Transitions
College of Marin
Computer Services & Instruction, Inc.
Empire College
Fairfield-Suisun Adult School
Lewis Adult Education Center
Pacific Union College
Solano Community College
Vallejo Adult School

Sheet Metal Workers

Sheet Metal Training School Local 104

Small Engine Specialists

Solano County Regional Occupational Program

Social Workers

Chapman University
Columbia Pacific University
Dominican University of California
Institute of Imaginal Studies
Pacific Union College
Sonoma State University
Sonoma State University, Extended Education

Social Workers - Medical/Psychiatric

Dominican University of California
Pacific Union College

Spa Services Related Occupations

California Institute of Massage & Spa Services

Stenographers

College of Marin

Surgical Technicians

Vallejo Adult School

Surveying and Mapping Technicians

Santa Rosa Junior College

Tailors and Sewers - Custom

Santa Rosa Junior College

Tax Preparers

H & R Block Tax Training School

Jackson Hewitt Tax School

Teachers - Elementary School

Chapman University

Dominican University of California

Pacific Union College

Sonoma State University

University of California, Davis

Teachers - Kindergarten

Chapman University

University of California, Davis

Teachers - Preschool

College of Marin

Marin County Regional Occupational Program

Napa County Regional Occupational Program

Napa Valley College

Pacific Union College

Santa Rosa Junior College

Solano Community College

Solano County Regional Occupational Program

Sonoma State University

Teachers - Secondary School

Chapman University

Dominican University of California

Pacific Union College

Sonoma State University

University of California, Davis

Teachers - Special Education

Chapman University
Dominican University of California
Sonoma State University
University of California, Davis

Technical Writers

Bay Area Computer Training
Pacific Union College

Telecommunications Technicians

Napa Valley College
Redwood Empire Electrical JATC
Solano Community College

Tellers

Napa County Regional Occupational Program
Santa Rosa Junior College
Solano Community College

Truck Drivers - Heavy/Tractor-Trailer

Falcon Truck School

TV/Video Production Occupations

College of Marin
Marin County Regional Occupational Program
Napa Valley College
Sonoma County Regional Occupational Program

Veterinarians

University of California, Davis

Veterinary Assistants

Napa County Regional Occupational Program

Veterinary/Animal Health Technicians

Napa County Regional Occupational Program
Santa Rosa Junior College

Vocational and Educational Counselors

Chapman University
Dominican University of California
Sonoma State University
Southern Illinois University at Carbondale
University of California, Davis

Waiters and Waitresses

Bartenders' School of Santa Rosa

Water Treatment Plant Operators

Solano Community College

Webmasters

Bay Area Computer Training

CADD APPLICATIONS

Career Transitions

College of Marin

Information Management Instruction Training (IMIT)

J Bass & Associates

Redwood Computers

Santa Rosa Junior College

Welders and Cutters

College of Marin

Marin County Regional Occupational Program

Napa Valley College

Petaluma Adult Education

Santa Rosa Junior College

Solano Community College

Solano County Regional Occupational Program

Sonoma County Regional Occupational Program

Writers and Editors

College of Marin

Dominican University of California

Pacific Union College

Sonoma State University

University of California, Davis

Christian Life International Bible College

Address: 1370 S. Novato Blvd

Phone: (415)-892-0714 Fax: (415)-892-1818

Website: <http://www.clibc.edu>

Email: info@clcnet.org

Multiple Training Site Locations? No

Years in Operation: 21

Are the following services provided?

Financial Aid/Assistance:	No	Disabled Student Services:	Yes
Job Placement Assistance:	No	Disabled Student Access:	Yes
Career Counseling:	No	Learning Disabilities Pgm.:	No
Career Assessment:	No	Academic Advising:	Yes
Public Transit Nearby:	Yes	Tutorial Services:	Yes
On-Site Child Care:	No	ESL Courses:	No
Veteran Approved:	No	GED Assistance:	No
Distance Learning:	No	Short-Term Classes:	Yes

Certificate Programs Offered

Discipleship

Occupational Objective(s): *Ministers and Pastors*

Approximate Cost to Complete: \$675 per semester

Average Time to Complete: Call for information

Self-Paced Learning? No

Program Entry Requirements: Call for information

Degree Programs Offered

Ministerial Arts

Biblical Counseling

Ministerial Studies

Biblical Counseling